Remote Online Veterinary Record (ROVR) Introduction

Updated: 12 September 2013

Purpose

- To provide Veterinary Services personnel an overview of the Remote Online Veterinary Record (ROVR) application in order to work towards a smooth deployment and transition
- To build awareness and engage the user community early in the deployment process

System Overview

- ROVR is an enterprise web-based application for world-wide use to support the United States Army Veterinary Services (VS)
- ROVR supports Government Owned Animals (GOA) (including Military Working Dogs [MWD] and equine animals) and Privately Owned Animals (POA)
- ROVR has a single-point-of-entry and fully accessible data repository

Core Functionality

- Patient/Owner Management
- Scheduling/Managing Appointments
- Clinical Documentation (SOAP Note)
- Forms Generation (e.g. Rabies Certificate, Veterinary Health Certificate, FAVN-OIE Rabies Antibody Test)
- Task/Order Management
- Invoicing with support for different owner rate plans
- Inventory Management
- Working Dog Management System (WDMS) Interface
- Patient Lists/Registries
- Daily/Monthly Financial Reports
- Clinical/Administrative Reports

Standard Configuration

- ***ROVR Configuration is Standardized and Approved by DoDVSA:***
  - Owner Categories:
    - POA
    - GOA
    - Stray
    - Holdover
    - Contract
  - Owner Rate Plans:
    - DHP GOA
    - Non-DHP GOA
    - Full Markup
    - Zero Rate
  - Owner Organization Types (such as POA, MWD, TSA, Border Patrol, Customs, DEA, Capitol Police, and Unit Mascot)
  - Standardized Accounting Codes (GLACs)

Standard Configuration

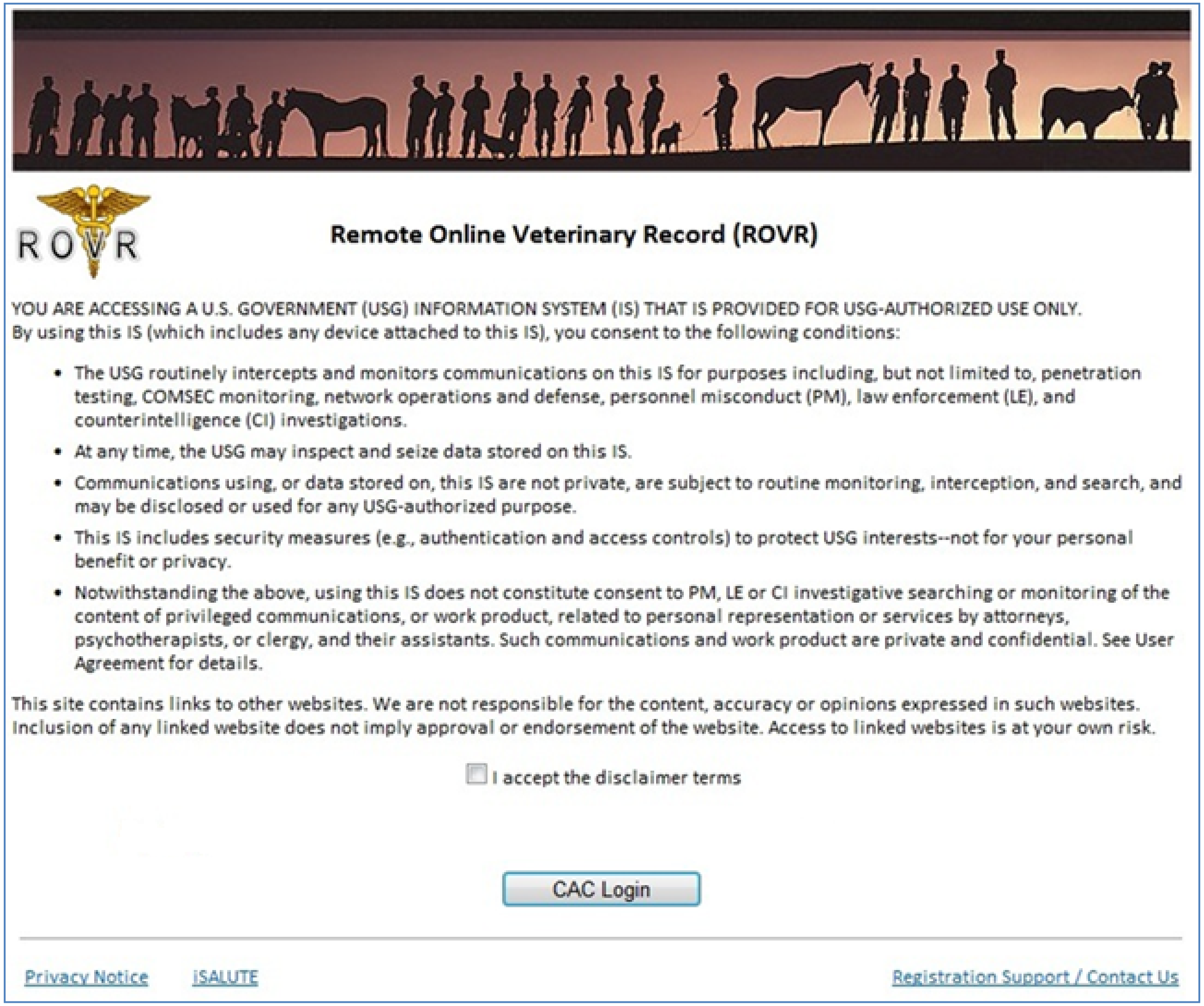
Continued…

- Inventory Items (Retail and Supply)
- Vaccine Products
- Services and Master Service Packages
- Laboratory Tests and Radiology Procedures
- Medications
- Allergies
- Interactions:
  - Drug-Drug Interactions
  - Drug-Allergy Interactions
  - Drug-Condition/Problem Interactions
  - Drug-Species General Interactions
- Species, Breeds, Colors, Animal Use
- AAHA terms for Assessments/Problems (mapped to SNOMED)
- Standard Templates for clinical encounter documentation

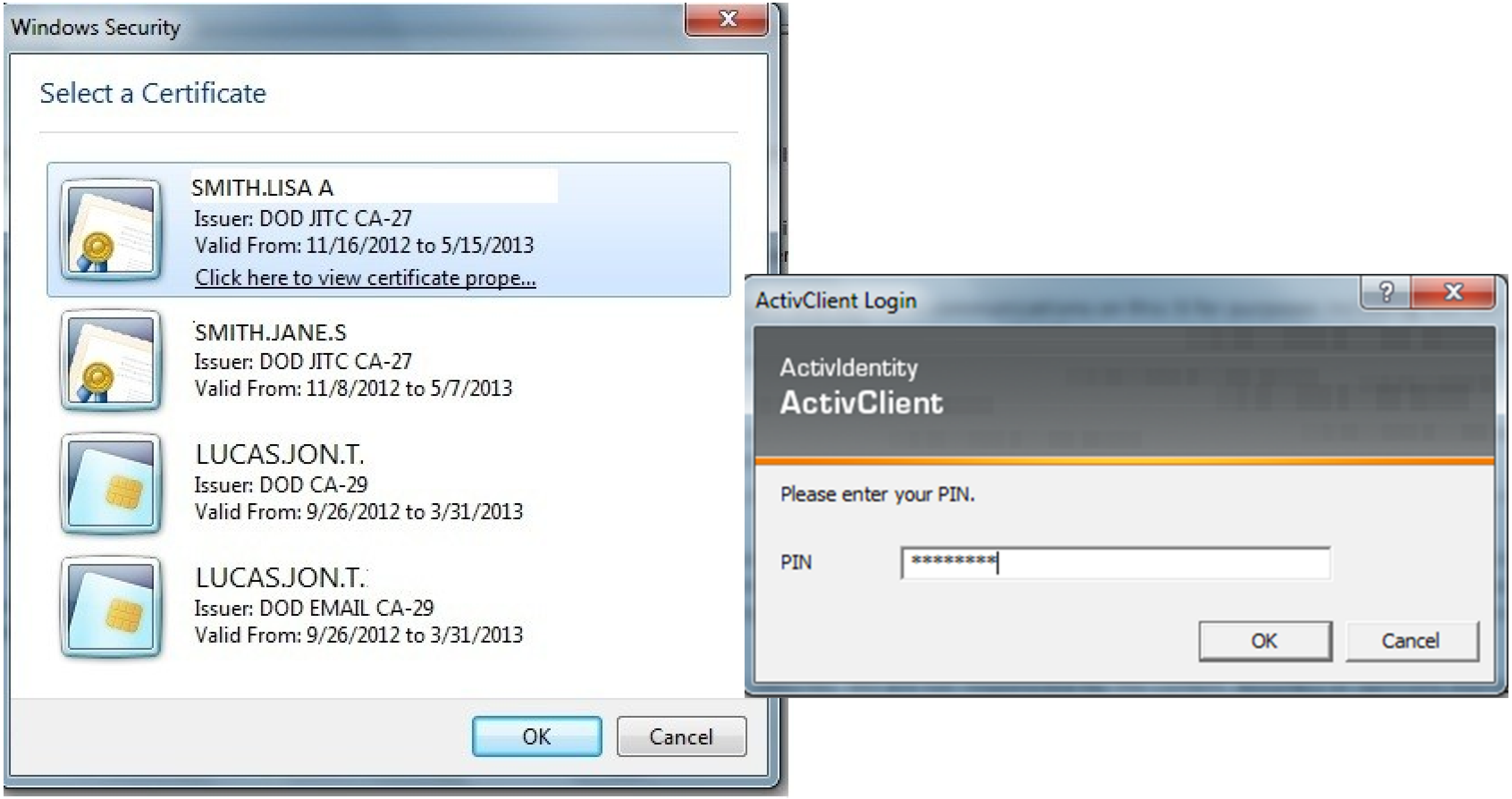
Getting Started

- ROVR is a secure, web-based application that can only be accessed by an authorized user utilizing a valid Common Access Card (CAC)
- Users will be prompted to select their appropriate CAC Certificate and PIN as part of the authentication process
- User account management and role assignments will be performed centrally

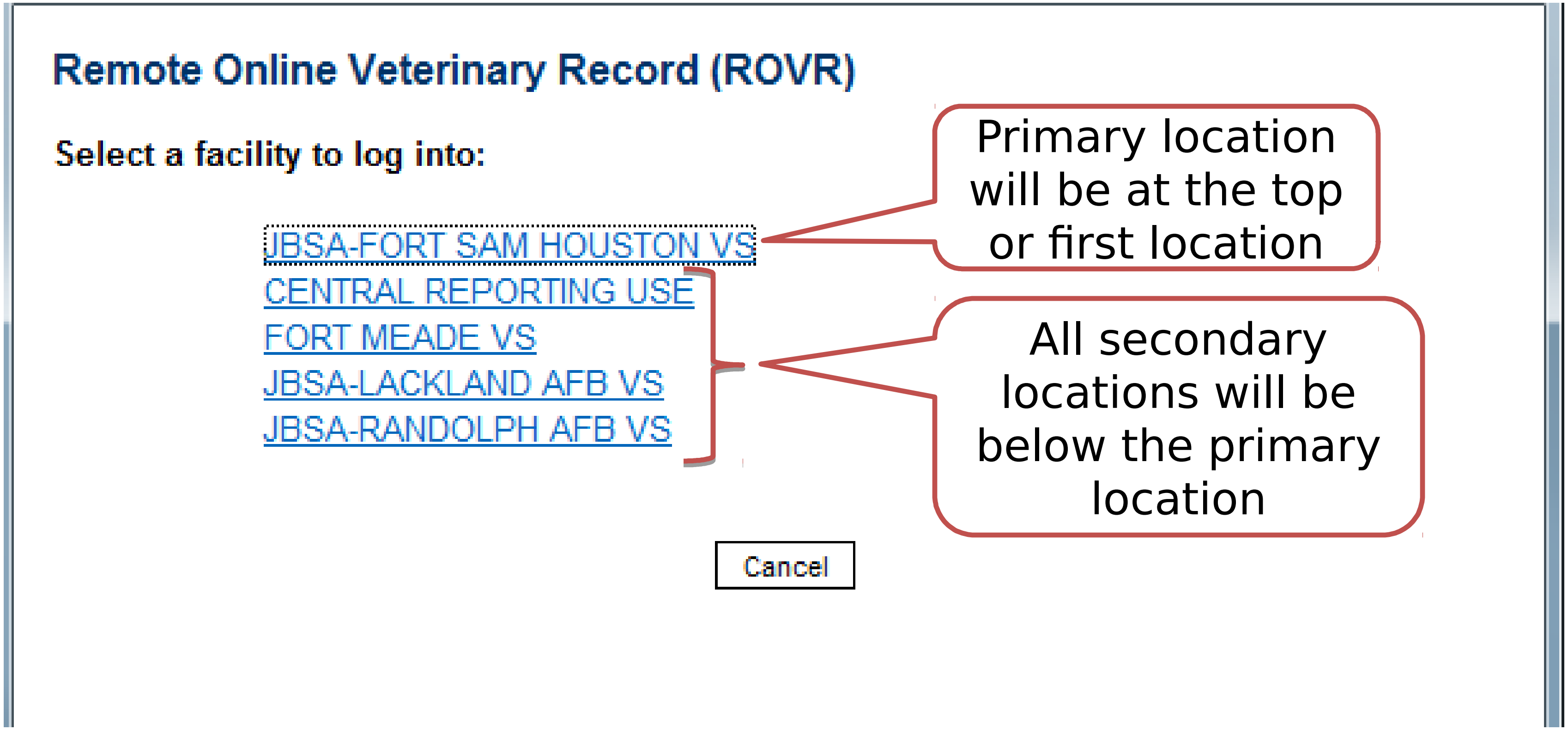
ROVR Login Screen



CAC Selection/PIN Screens



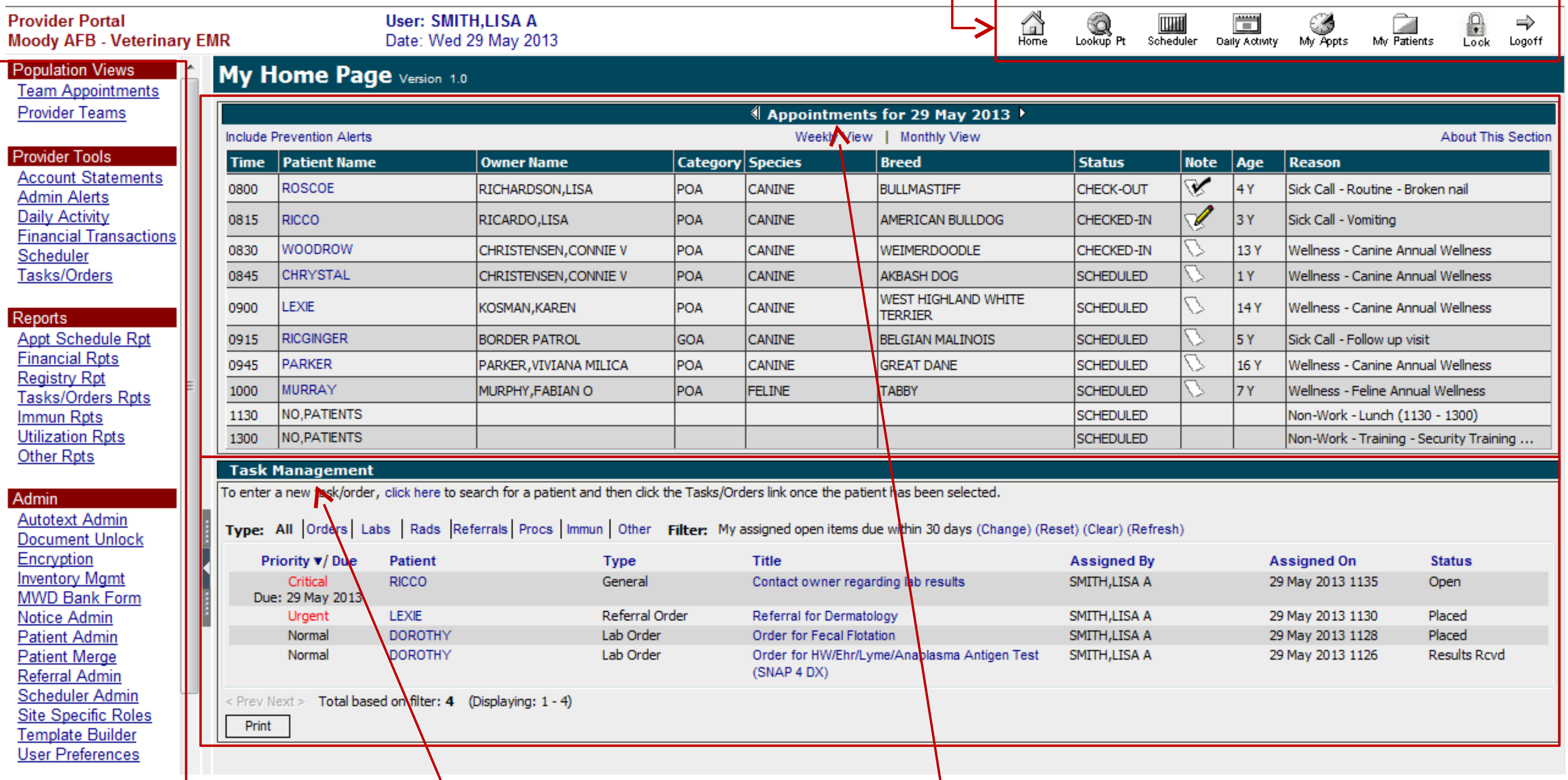
Multi Facility



ROVR Home Page

Left Hand Navigation

Main Menu Bar



Task Management

Appointments

ROVR Home Page

- ***Appointments***
  - Default view is today’s appointments for the user
  - View appointment schedule for specific Day, Week or Month
  - Quick access to eNotes to document patient encounters
- ***Task Management***
  - Route and manage patient specific tasks/orders
    - Orders
    - Labs
    - Rads
    - Referrals
    - Procedures
    - Immunizations
    - Other
  - Default view is ‘Assigned open items due within 30 days’
  - Tasks/Orders can be managed from Home Page or within a patient chart

Main Menu Bar

- ***Purpose:*** Provides quick access to key ROVR functionalities (based on User Roles); it is always accessible
  - **Home** – Returns user to their home page
  - **Lookup Patient** – Look up patient records
  - **Scheduler** – Access the Scheduler screen
  - **Daily Activity** – Access the Daily Activity screen
  - **My Appts** – Displays the user’s appointments
  - **My Patients -** Allows users to create, view, and manage Patient lists and Registries such as the WDMS Registry
  - **Lock** – Allows the user to lock their session
  - **Log Off** – Allows the user to safely and securely sign out of the application

Left Hand Navigation

- ***Purpose:*** To provide access to ROVR functionality based on User Roles and Permissions
  - Displays the links used to access various features/modules
    - Each user's Left Hand Navigation options are driven by their assigned "User Roles"
      - User Roles are primarily tied to VTF staff position (Vet, Vet Tech, Front Desk, Front Desk Mgr)
  - Two views exist depending on if a patient chart is selected
    - When a patient chart is selected, the links provide access to patient centric features/modules
    - When a patient chart is not yet selected, the links provide access to primarily administrative functions (non-patient specific) under headings for Provider

Lookup Patient Screen

Select a Patient's Name to open the patient chart; system displays the Patient Summary screen (see next slide)

Lookup Patient

Enter one or more of the following items and then click 'Lookup'.

Patient Name: ricc *(ex. Spot)*

Owner Name: *(ex. Smith,John or TSA)*

Patient Status:

Owner Account Number: *(ex. 10394)*

Animal Species:

Rabies Tag #:

Microchip #:

Tattoo:

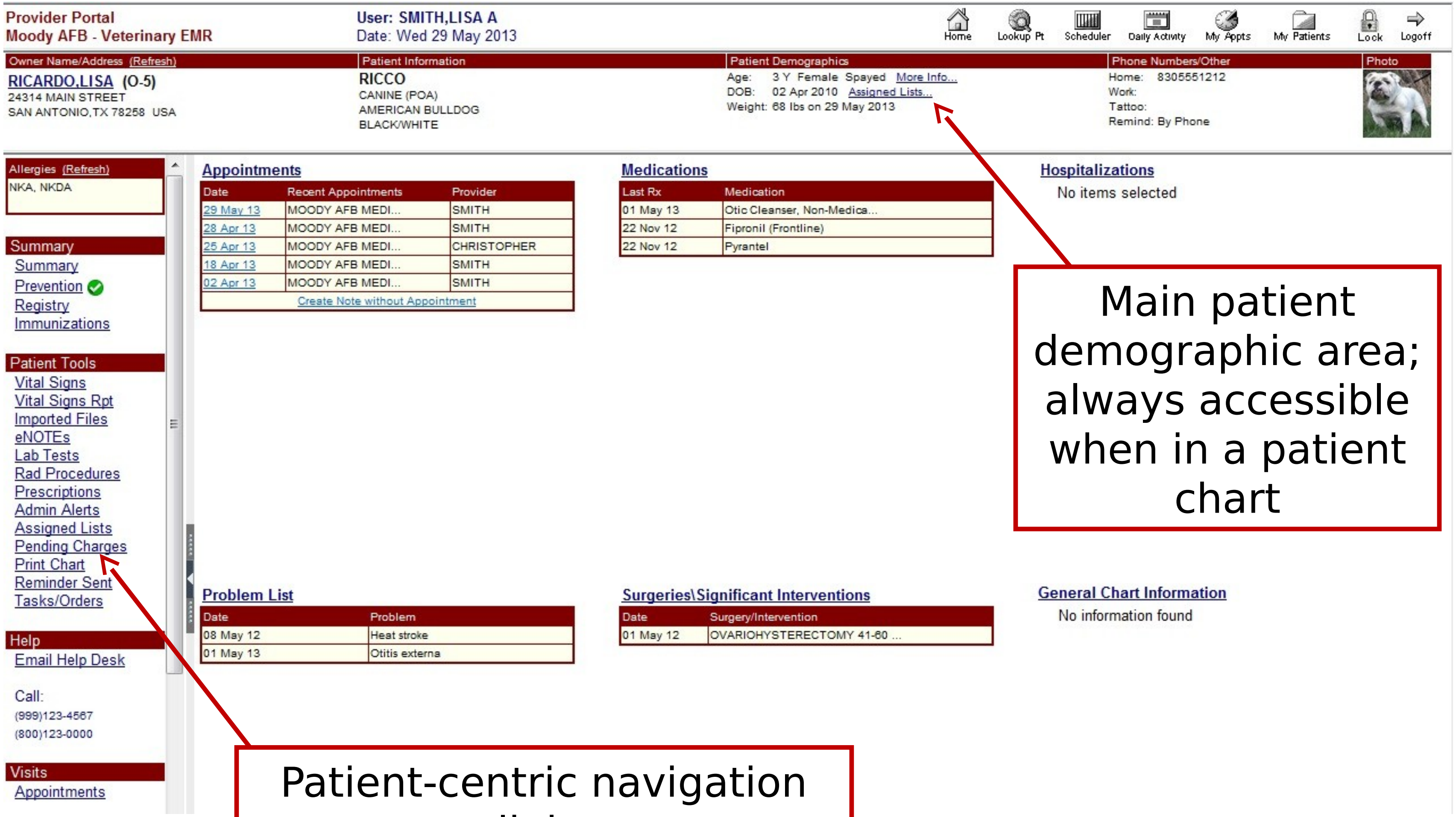
MWD Control Number:

Lookup | Cancel

Provides several ways to search for a patient including Patient Name, Owner Name, Owner Account Number, or Tattoo.

Patient Name △	Owner Name	Species	Breed	Category	Gender	Age	Status
RICCO	DANBURS,RICHARD E	CANINE	GERMAN SHEPHERD	POA	MN	10 M	ACTIVE
RICCO	RICARDO,LISA	CANINE	AMERICAN BULLDOG	POA	FS	3 Y	ACTIVE

Patient Summary Screen



Main patient demographic area; always accessible when in a patient chart

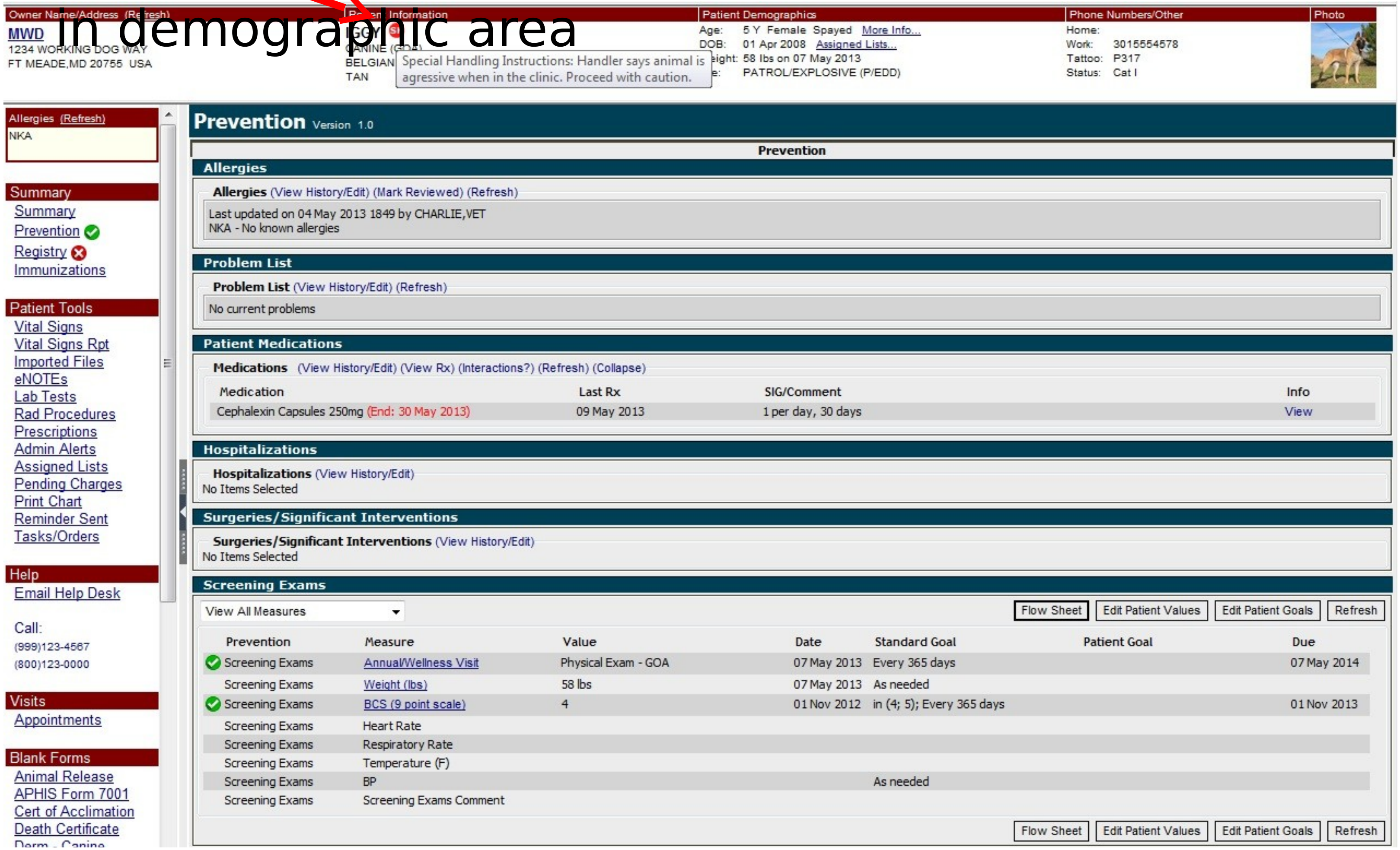
Patient-centric navigation links

Patient Summary Screen

- Provides a quick look at the patient’s allergies as well as “summary” items for the patient:
  - Appointments
  - Medications
  - Hospitalizations
  - Problems List
  - Surgeries/Significant Interventions
- If there are more than six entries in these sections you will see a “More” link. Clicking the “More” link or clicking the section name (ex. “Medications”) will take users to an expanded view for that

Prevention Screen

- Prevention screen for a GOA patient with Special Handling Instructions indicated next to Patient Name in demographic area



Patient Registries

- WDMS Registry to manage and track specific measures for MWDs

Face Sheet Version 1.0

Preview Face Sheet | Print

Patient Face Sheet

Registry Measures

View All Measures

Links | Flow Sheet | Edit Patient Values | Edit Patient Goals | Refresh

Registry	Measure	Value	Date	Registry Goal	Patient Goal	Due
WDMS Registry	Deployment Status	Cat I	07 May 2013	in (Cat I; Cat II; Cat IV); As needed		
WDMS Registry	Cat III Expected Release Days			Due Date Based on Last Value		
WDMS Registry	BCS (9 point scale)	4	01 Nov 2012	in (4; 5); Every 90 days		30 Jan 2013
WDMS Registry	Physical Exam (GOA)	Physical Exam - GOA	07 May 2013	Every 180 days		03 Nov 2013
WDMS Registry	PTSD Assessment	No signs of PTSD	01 Nov 2012	in (No signs of PTSD); As needed		
WDMS Registry	FAVN (GOA)			As needed		
WDMS Registry	Temperature (F)			between 100.5 and 102.5; As needed		
WDMS Registry	Heart Rate			between 60 and 120; As needed		
WDMS Registry	Respiratory Rate			between 14 and 48; As needed		
WDMS Registry	Weight (lbs)	58 lbs	07 May 2013	Every 30 days	between 55 and 60; Every 30 days	06 Jun 2013
WDMS Registry	Blood Bank Sample	Annual Blood Bank Sample	07 May 2013	Every 365 days		07 May 2014
WDMS Registry	Start Date					
WDMS Registry	Retirement Date					
WDMS Registry	Chart Review		07 May 2013	Every 30 days		06 Jun 2013
WDMS Registry	Feed Indicator					
WDMS Registry	Meal 1a					
WDMS Registry	Meal 1b					
WDMS Registry	Meal 2a					
WDMS Registry	Meal 2b					
WDMS Registry	Meal 3a					
WDMS Registry	Meal 3b					
WDMS Registry	Meal Supplements					
WDMS Registry	WDMS Registry Comment					

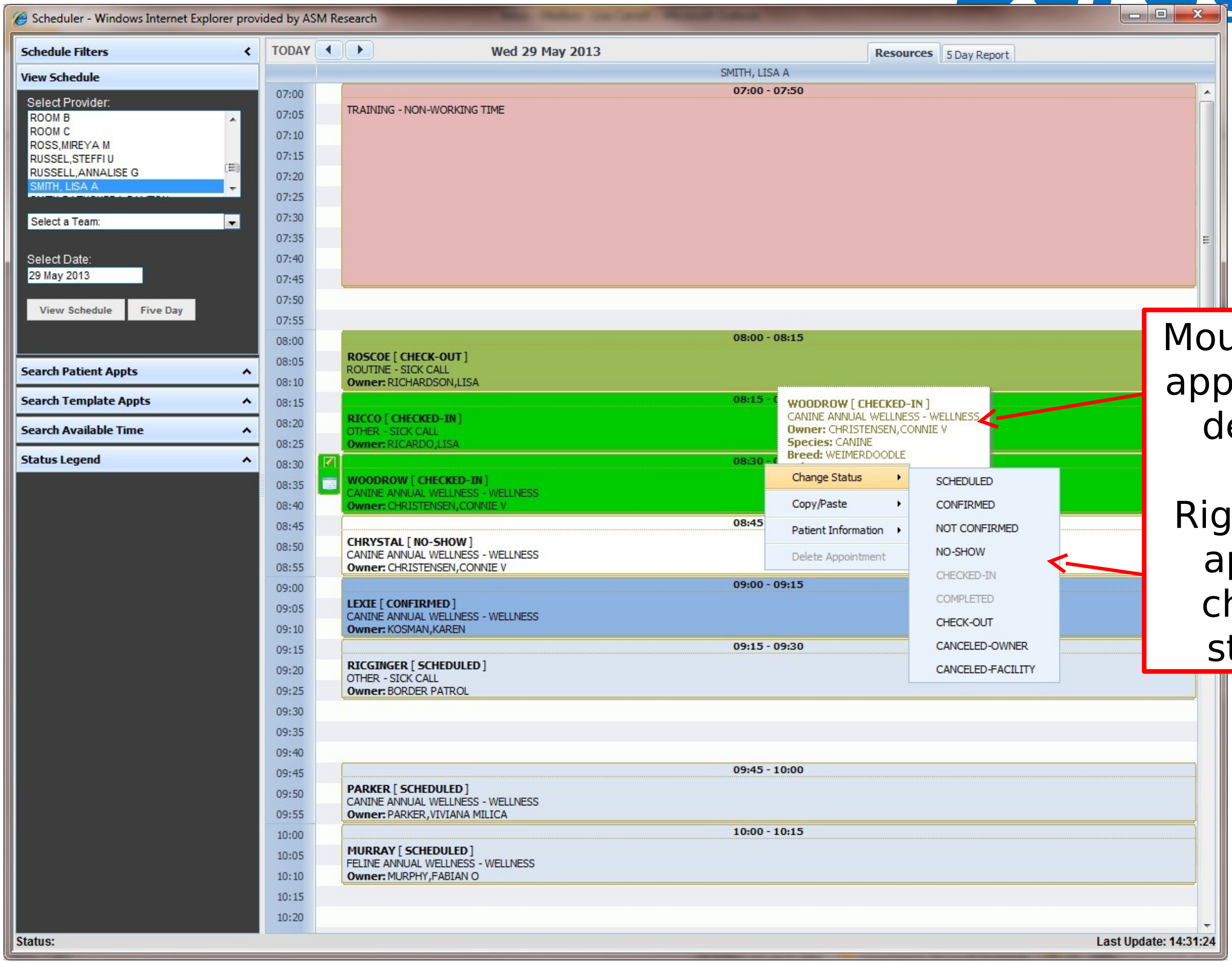
Links | Flow Sheet | Edit Patient Values | Edit Patient Goals | Refresh

Example Measures: Shows current Deployment Status for animal and indication of expected release date if Cat III. Shows when Physical Exam and Chart Review were last done and when they are due next. Shows ideal weight range for this animal and if they are meeting that goal.

Scheduling Functionality

- ***Scheduling and Managing Appointments***
  - Initial Scheduler screen defaults to user’s Provider Team Appointments for Today
  - Select Provider(s)/Room(s) and Date to view schedule and create/update appointments
    - Up to 6 providers/rooms can be displayed on screen
  - Search for Appointments by Patient or Owner Name and Date Range
  - Search for Available Time slots
  - Supports drag and drop to change appt time/provider
  - Mouse over appointment displays patient/appointment details; right click brings user to context menu to update appointment status
  - Supports patient as well as non-patient appointments for non-work/clinic time such as for a meeting, TDY, lunch, etc.

Scheduler Screen

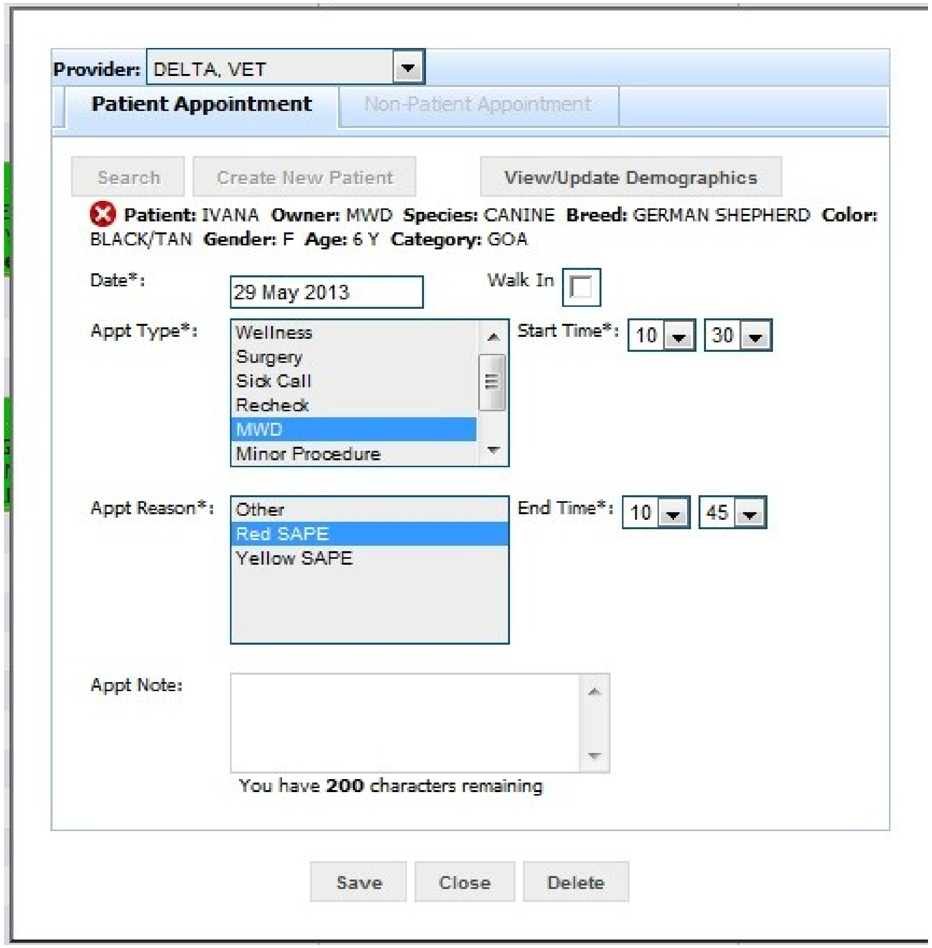


Mouse over appt to see details.

Right click appt to change status.

Create/Edit Appointments

- Double clicking on Scheduler screen for a specific time will open the Create/Edit Appointment window
- User can search for the patient or create a new one
- Once a patient is selected, any alerts for the patient will show with the status icon and mouse over text for the details
- Selection of the Appt Type and Reason sets default time range in



Daily Activity Workflow

- ***Dashboard to Manage Daily Activity such as:***
  - Checking In and Checking Out Patients
  - Accessing a Patient Chart
  - Updating Patient/Owner Demographic Information
  - Displaying Pending Charges and Account History
  - Processing a Counter Sale
  - Searching for a specific Owner record to access Account History and process a payment/refund
  - Providing a visual queue of:
    - Patient appointments that need to be completed
    - Pending charges that need to be posted

Daily Activity Screen

- Daily Activity screen provides a snapshot of a VTFs appointments that are in progress. Once a patient is checked-out and appointment status is marked ‘Completed’, they are no longer displayed on Daily Activity screen. Patient’s with recent pending

Daily Activity

Counter Sale | Search | Last Updated: 2323 | Refresh

Time	Patient Name	Owner	Prior Bal	Species/Breed	Status	Age	Reason
0815	RICCO	RICARDO,LISA (O-5)	$0.00	CANINE/AMERICAN BULLDOG	CHECKED-IN	3 Y	Sick Call - Vomiting
0830	WOODROW	CHRISTENSEN,CON...	$0.00	CANINE/WEIMERDOODLE	CHECKED-IN	13 Y	Wellness - Canine Annual Wellness
0900	LEXIE	KOSMAN,KAREN	$0.00	CANINE/WEST HIGHLAND WHITE TERRIER	CONFIRMED	14 Y	Wellness - Canine Annual Wellness
0915	RICGINGER	BORDER PATROL	$65.95	CANINE/BELGIAN MALINOIS	SCHEDULED	5 Y	Sick Call - Follow up visit
0945	PARKER	PARKER,VIVIANA ...	$0.00	CANINE/GREAT DANE	SCHEDULED	16 Y	Wellness - Canine Annual Wellness
1000	MURRAY	MURPHY,FABIAN O	$0.00	FELINE/TABBY	SCHEDULED	7 Y	Wellness - Feline Annual Wellness
2252	DANCER	BP - EL PASO #1	$880.79	CANINE/GERMAN SHEPHERD		2 Y	
2304	ROSIE	RICHARDS, LISA (O-4)	$0.00	CANINE/BASSET HOUND		4 Y	

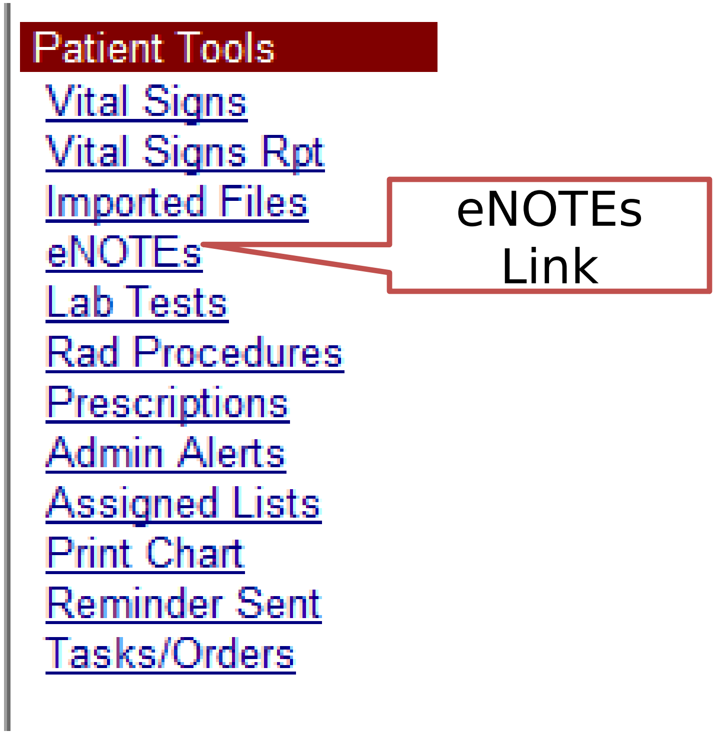
ROSIE
- Check Out
- Open Patient Chart
- Update Patient/Owner Info
- Display/Add Pending Charges
- Account History

Clinical Documentation

- **Encounter Notes (eNotes):**
  - eNotes are ROVR’s clinical documentation tool
  - eNotes can be created, saved, signed, co-signed, forwarded, printed, and viewed
  - eNotes can be created with or without an appointment
  - eNote templates have been defined for a variety of clinical encounters (Sick Call, Wellness, SAPE, etc.) with appropriate sections and data elements
  - Information entered in one eNote can be ‘carried forward’ into the next eNote and then changed as needed to help reduce data entry time

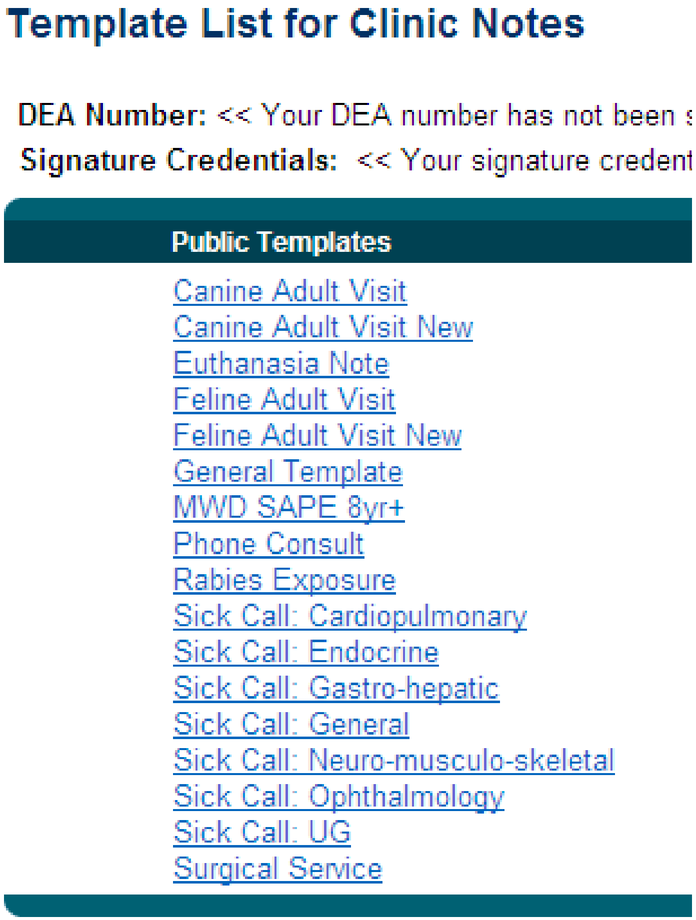
Accessing eNotes

- A patient’s list of eNOTEs can be accessed from the left hand navigation links once the patient’s chart is selected
- A list of previous notes for a patient can also be easily viewed from within the current eNote being documented
- Notes associated with an appointment can also be accessed by selecting the appointment on the provider’s or patient’s appointment list



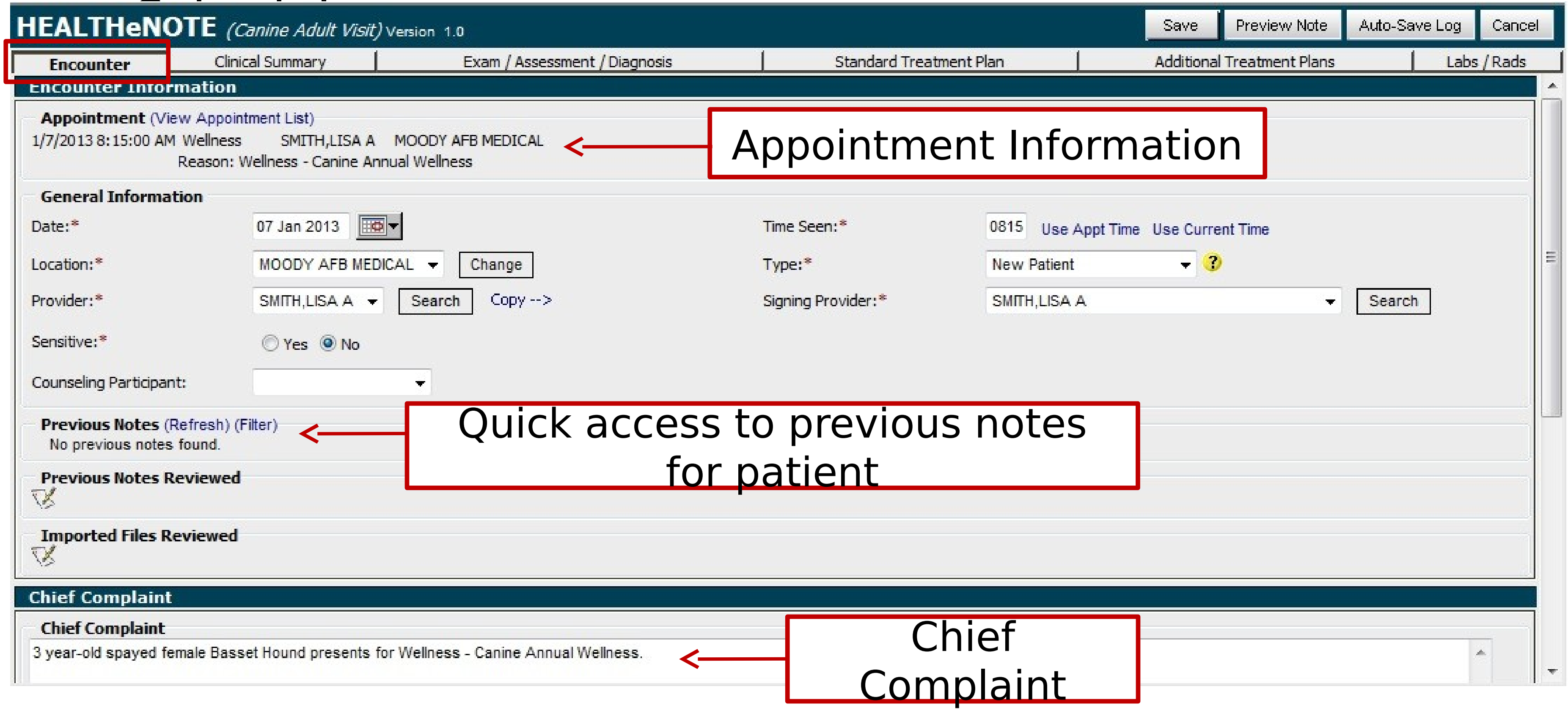
eNote Templates

- DoDVSA approved eNote Templates are provided with the appropriate sections and options to document a variety of c
- These are currently the templates that display for an 10 year old patie



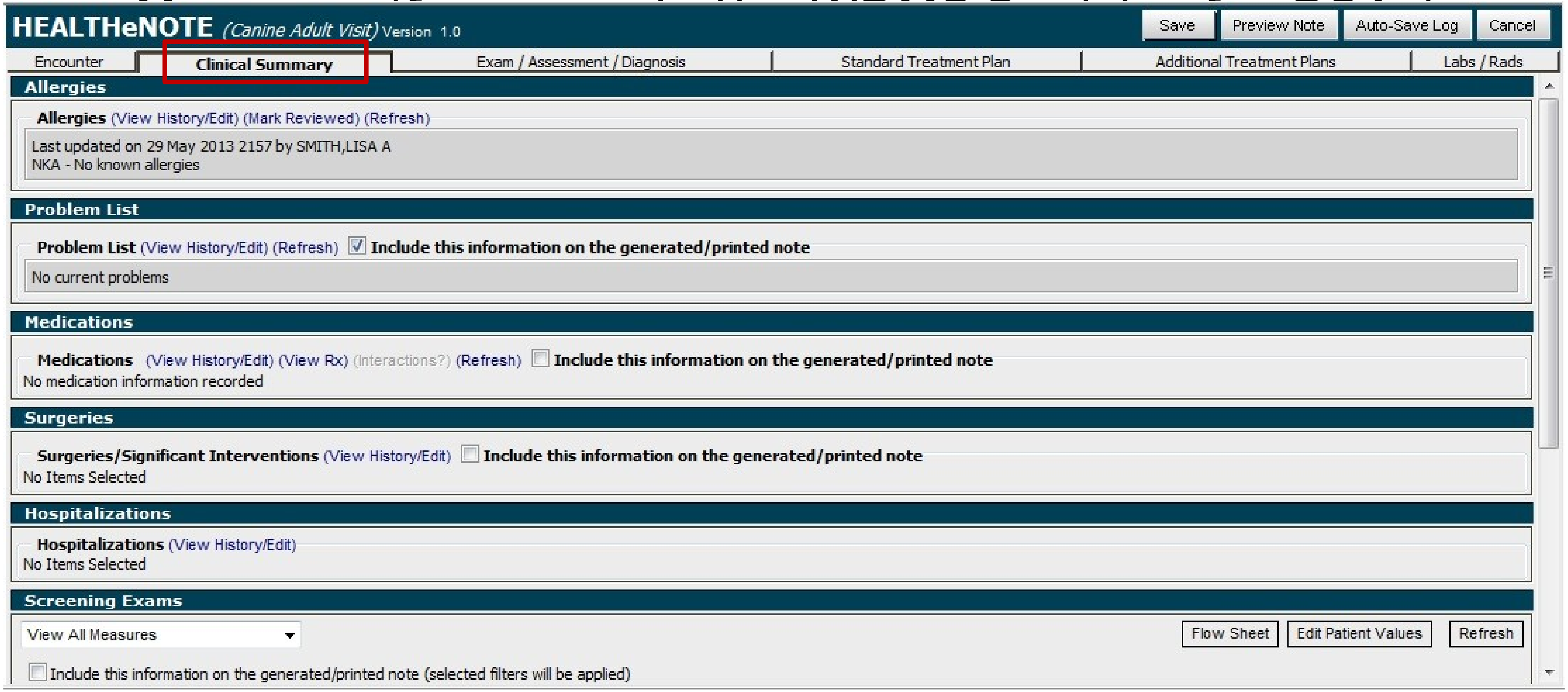
Wellness eNote

- Encounter Tab (using the *Canine Adult Visit* template) displays Appointment information including the Chief Complaint populated from what was entered in the



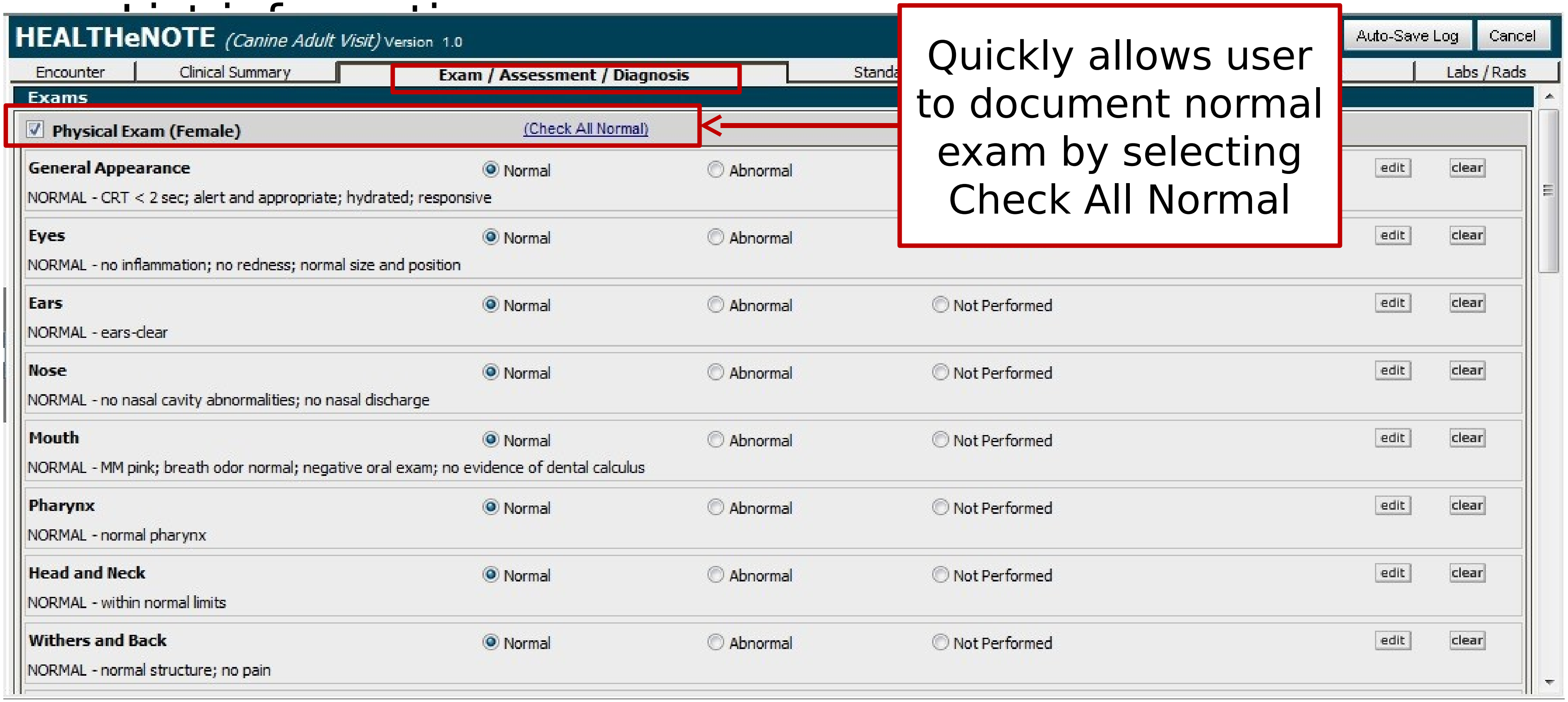
Wellness eNote

- Clinical Summary Tab allows user to document Allergies, Problem List, Medications, Surgeries, Hospitalizations, Screening Exams and Registry



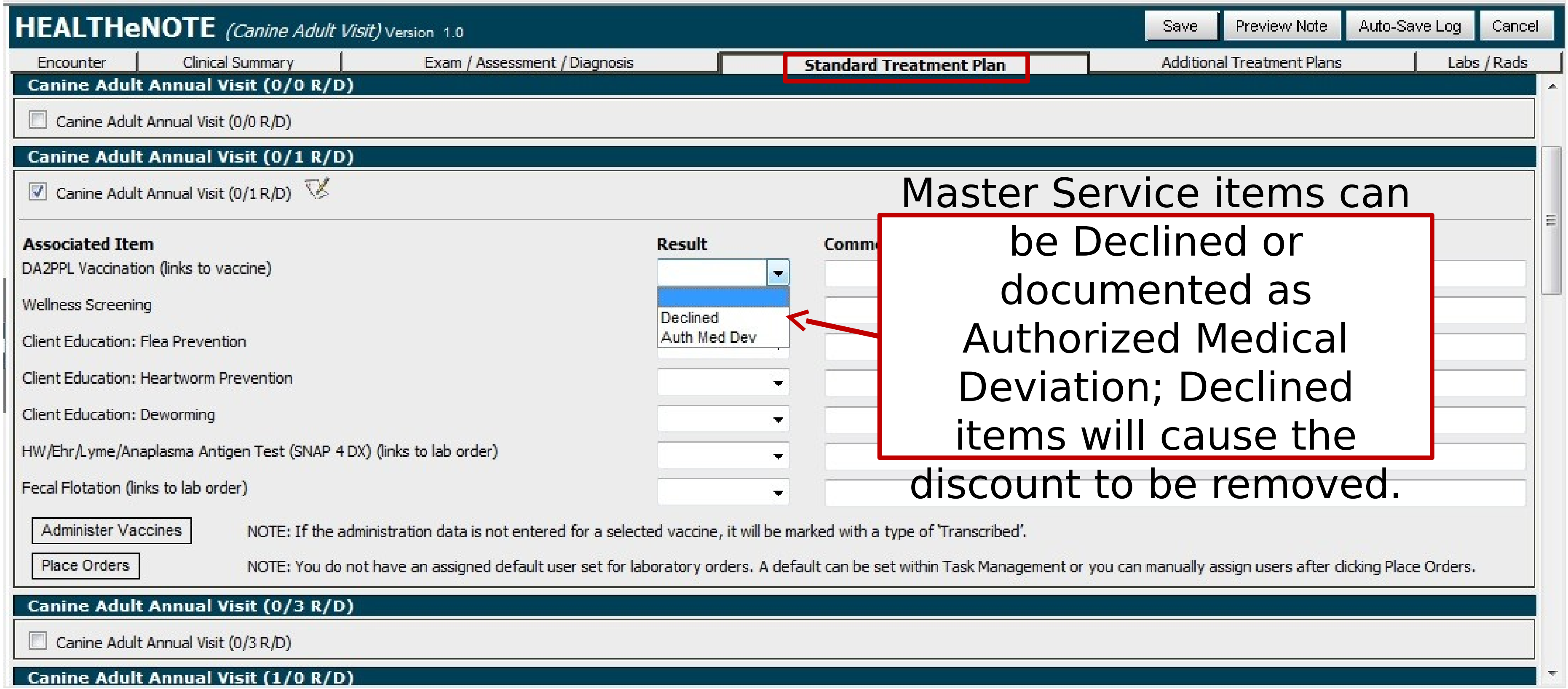
Wellness eNote

- Exam/Assessment/Diagnosis Tab allows user to document the Physical Exam, Assessment and Problem



Wellness eNote

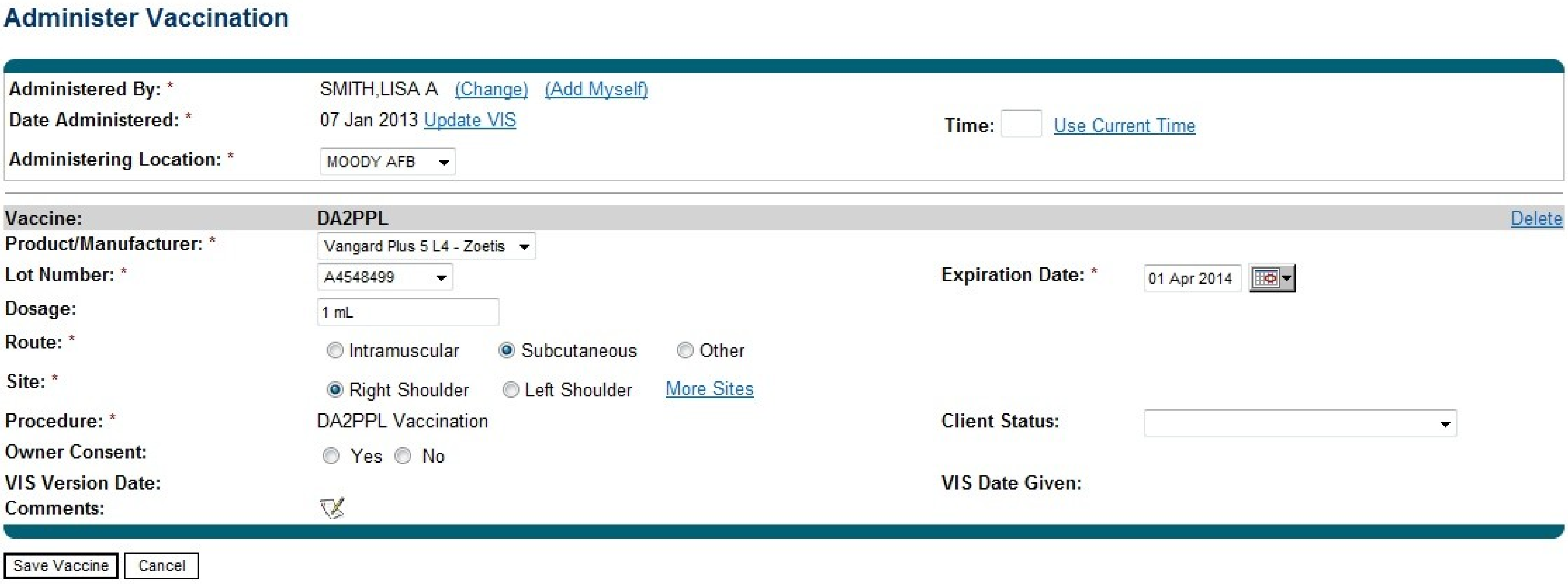
- Standard Treatment Plan Tab allows user to select Master Service Packages and document the Administering of Vaccines and Medications



Master Service items can be Declined or documented as Authorized Medical Deviation; Declined items will cause the discount to be removed.

Administer Vaccinations

- Administer Vaccination screen populates with default information for recently used lot number(s) and dosage/route/site based on the selected vaccine product. User can change the defaulted information as needed.



Administer Vaccination

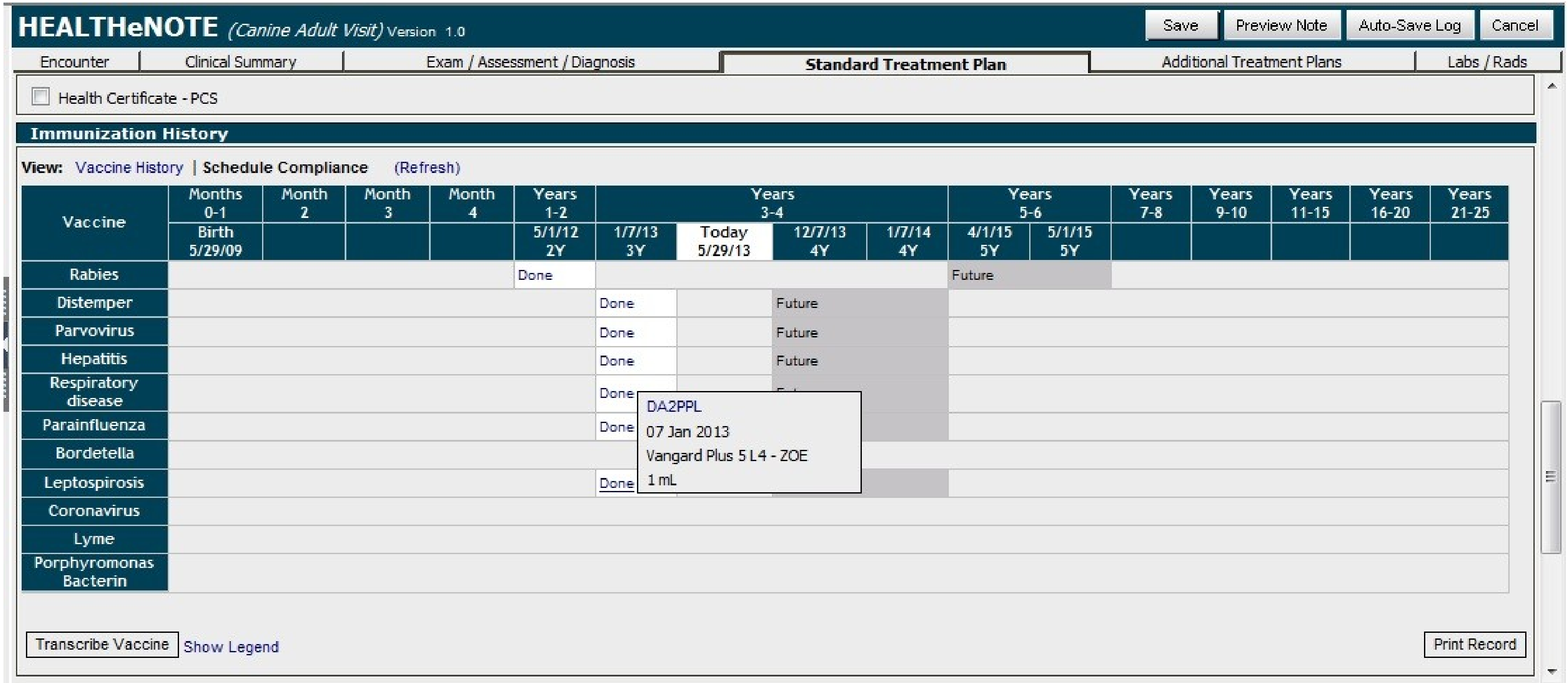
Administered By: * SMITH,LISA A (Change) (Add Myself)
Date Administered: * 07 Jan 2013 Update VIS
Time: Use Current Time
Administering Location: * MOODY AFB

Vaccine: DA2PPL Delete
Product/Manufacturer: * Vangard Plus 5 L4 - Zoetis
Lot Number: * A4548499
Expiration Date: * 01 Apr 2014
Dosage: 1 mL
Route: * Intramuscular Subcutaneous Other
Site: * Right Shoulder Left Shoulder More Sites
Procedure: * DA2PPL Vaccination
Client Status:
Owner Consent: Yes No
VIS Version Date:
VIS Date Given:
Comments:

Save Vaccine Cancel

Immunization History

- Immunization History section displays a vaccine schedule with compliance based on patient’s age and species. Mouse over ‘Done’ items to display the vaccination details; mouse over ‘Future’, ‘Due’ and



Immunization Record

Immunization Record for Canines

Name: IGGY P317
Owner: MWD
DOB/Age: 01 Apr 2008 5 Y **Gender:** FS **Breed:** BELGIAN MALINOIS (GOA)

Vaccine	Type of Vaccine	Date Given	Client Status	Site	Vaccine			Administered By	Location
					Lot#	Mfr.	Exp		
Rabies	Rabies	07 May 2013		RHIP	A987645 (Imrab TC 3)	MER	30 Oct 2013	DELTA,VET	FORT GEORGE G. MEADE
Distemper	DA2PPL	07 May 2013		RSH	0923456 (VangardPlus5 L4)	ZOE	31 Oct 2013	DELTA,VET	FORT GEORGE G. MEADE
Parvovirus	DA2PPL	07 May 2013		RSH	0923456 (VangardPlus5 L4)	ZOE	31 Oct 2013	DELTA,VET	FORT GEORGE G. MEADE
Hepatitis	DA2PPL	07 May 2013		RSH	0923456 (VangardPlus5 L4)	ZOE	31 Oct 2013	DELTA,VET	FORT GEORGE G. MEADE
Respiratory disease	DA2PPL	07 May 2013		RSH	0923456 (VangardPlus5 L4)	ZOE	31 Oct 2013	DELTA,VET	FORT GEORGE G. MEADE
Parainfluenza	DA2PPL	07 May 2013		RSH	0923456 (VangardPlus5 L4)	ZOE	31 Oct 2013	DELTA,VET	FORT GEORGE G. MEADE
Bordetella	Bordetella-Inj	07 May 2013		LSH	X435848 (Bronchicine)	ZOE	01 May 2014	DELTA,VET	FORT GEORGE G. MEADE
Leptospirosis	DA2PPL	07 May 2013		RSH	0923456 (VangardPlus5 L4)	ZOE	31 Oct 2013	DELTA,VET	FORT GEORGE G. MEADE
Coronavirus	Corona	10 May 2013		LSH	567890 (Recombitek)	MER	12 Sep 2013	BROOKS,KYLIE	FORT GEORGE G. MEADE
Lyme									
Other									

Site: IN (Intranasal), LFL (Left Front Leg below elbow), LHIP (Left Rear Hip), LNCK (Left Neck), LRL (Left Rear Leg below stifle), LSH (Left Shoulder), OTH (Other), po (By Mouth), RFL (Right Front Leg below elbow), RHIP (Right Rear Hip), RNCK (Right Neck), RRL (Right Rear Leg below stifle), or RSH (Right Shoulder)

This is an electronic form of the DD Form 1741 **Page 1 of 1** **Generated Date: 04 Jun 2013 0837**

Rabies Certificate

RABIES VACCINATION CERTIFICATE

PRIVACY ACT STATEMENT

AUTHORITY: 10 U.S.C. Section 3013, Secretary of the Army; 10 U.S.C. 5013, Secretary of the Navy; 10 U.S.C. 8013, Secretary of the Air Force; DoD Directive 6400.4, DoD Veterinary Services Program; AR 40-905, SECNAVIST 6401.1B, AFI 48-131, Veterinary Health Services; and E.O. 9397 (SSN).

PRINCIPAL PURPOSE(S): The personal information will facilitate and document your animal's rabies vaccination status.

ROUTINE USE(S): Used by veterinarians and other health authorities to request and record the ownership, identity, and vaccination status of the described animal. The information may also be used to aid in Federal, state, and local preventive health and communicable disease control programs; compile statistical data; conduct research; teach; and assist in law enforcement; to include investigations and litigation.

DISCLOSURE: Voluntary; however, if the requested information is not furnished, the animal cannot be maintained on any military installation and comprehensive health care may not be possible.

1. OWNER'S NAME *(Last, First, Middle Initial)*	2. TELEPHONE NUMBER *(Include Area Code)*
LACKLAND DOG CENTER	H: W:2105558989

3. ADDRESS *(Number, Street, City, State, ZIP Code)*
1122 TRAINING CENTER LOOP
LACKLAND AFB TX 78208

4. ANIMAL

a. NAME	b. MICROCHIP NUMBER(S)	c. SPECIES	d. SEX
HOKY		CANINE	Male

e. AGE	f. WEIGHT	g. PREDOMINANT BREED	h. COLOR(S)
5 Y	71 lbs	GERMAN SHEPHERD	BLACK/TAN

5. VACCINE

a. PRODUCER *(First 3 letters)*	b. LOT NUMBER	c. EXPIRATION DATE	d. VIRUS TYPE	e. ADMINISTRATION SITE
MER	A987645	30 Oct 2013	Imrab TC 3 (killed)	Sub Q RHIP

6. VACCINATION

a. RABIES TAG NUMBER	b. DATE VACCINATED
TX456987	04 Jun 2013
c. VACCINATION DURATION	**d. VACCINATION DUE**
3 Y / 1 Y	04 Jun 2016

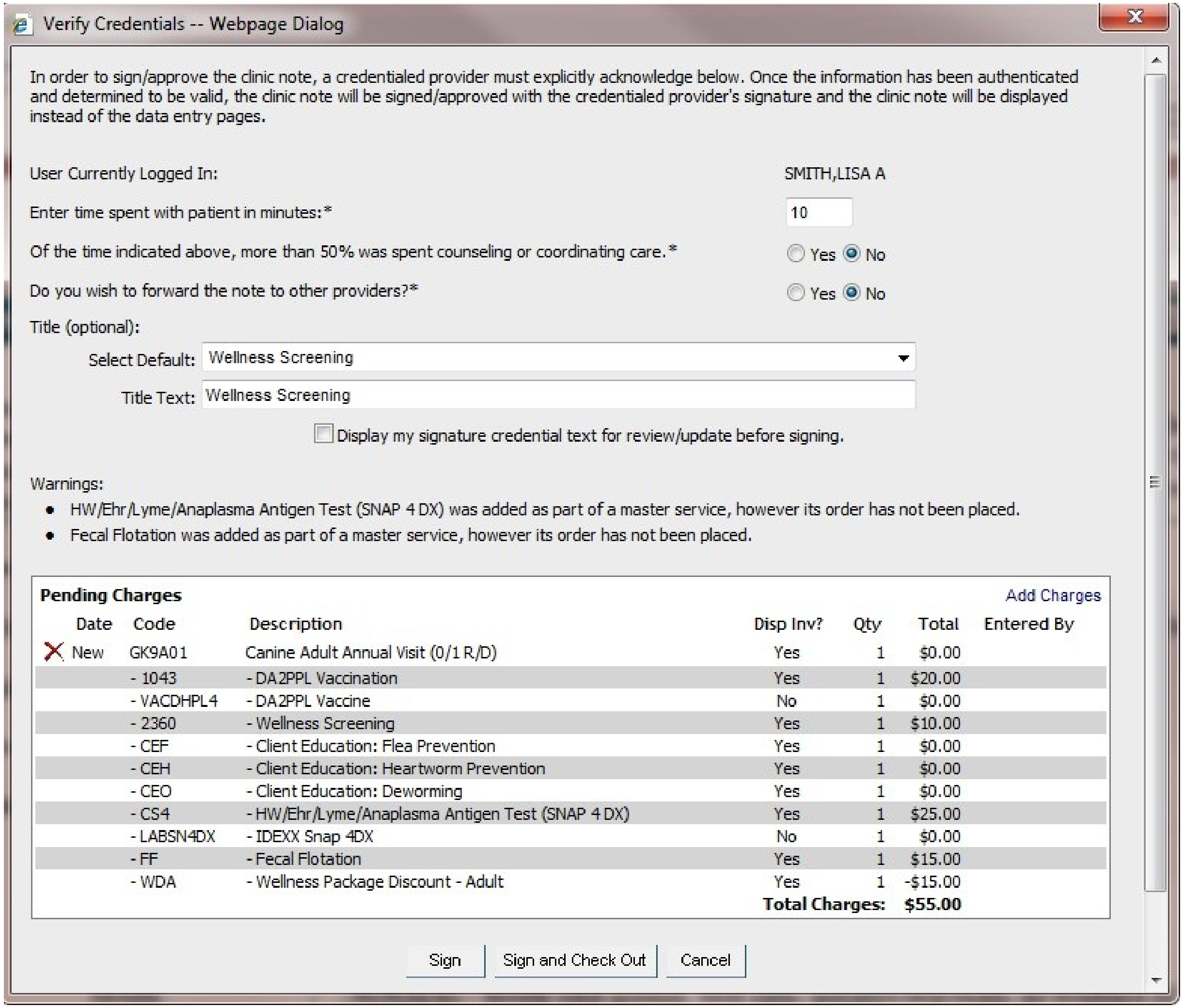
7. VETERINARIAN

a. NAME	b. LICENSE NUMBER
CARROLL,LISA A	LIC92849281911
c. SIGNATURE	

8. FACILITY ADDRESS *(Street, City, State, ZIP Code)*
Fort George G. Meade Veterinary Treatment Facility
2018 Annapolis Rd.
Fort Meade MD 20755 USA

Sign eNote

- Signing the eNote allows user to view Pending Charges, document amount of time spent with patient, and select a Title for the note to display on the Patient's eNote list
- User can click Sign and Check Out option to signal Front Desk the patient is ready to be checked out



Verify Credentials -- Webpage Dialog

In order to sign/approve the clinic note, a credentialed provider must explicitly acknowledge below. Once the information has been authenticated and determined to be valid, the clinic note will be signed/approved with the credentialed provider's signature and the clinic note will be displayed instead of the data entry pages.

User Currently Logged In: SMITH,LISA A

Enter time spent with patient in minutes:* 10

Of the time indicated above, more than 50% was spent counseling or coordinating care.* Yes No

Do you wish to forward the note to other providers?* Yes No

Title (optional):

Select Default: Wellness Screening

Title Text: Wellness Screening

Display my signature credential text for review/update before signing.

Warnings:

- HW/Ehr/Lyme/Anaplasma Antigen Test (SNAP 4 DX) was added as part of a master service, however its order has not been placed.
- Fecal Flotation was added as part of a master service, however its order has not been placed.

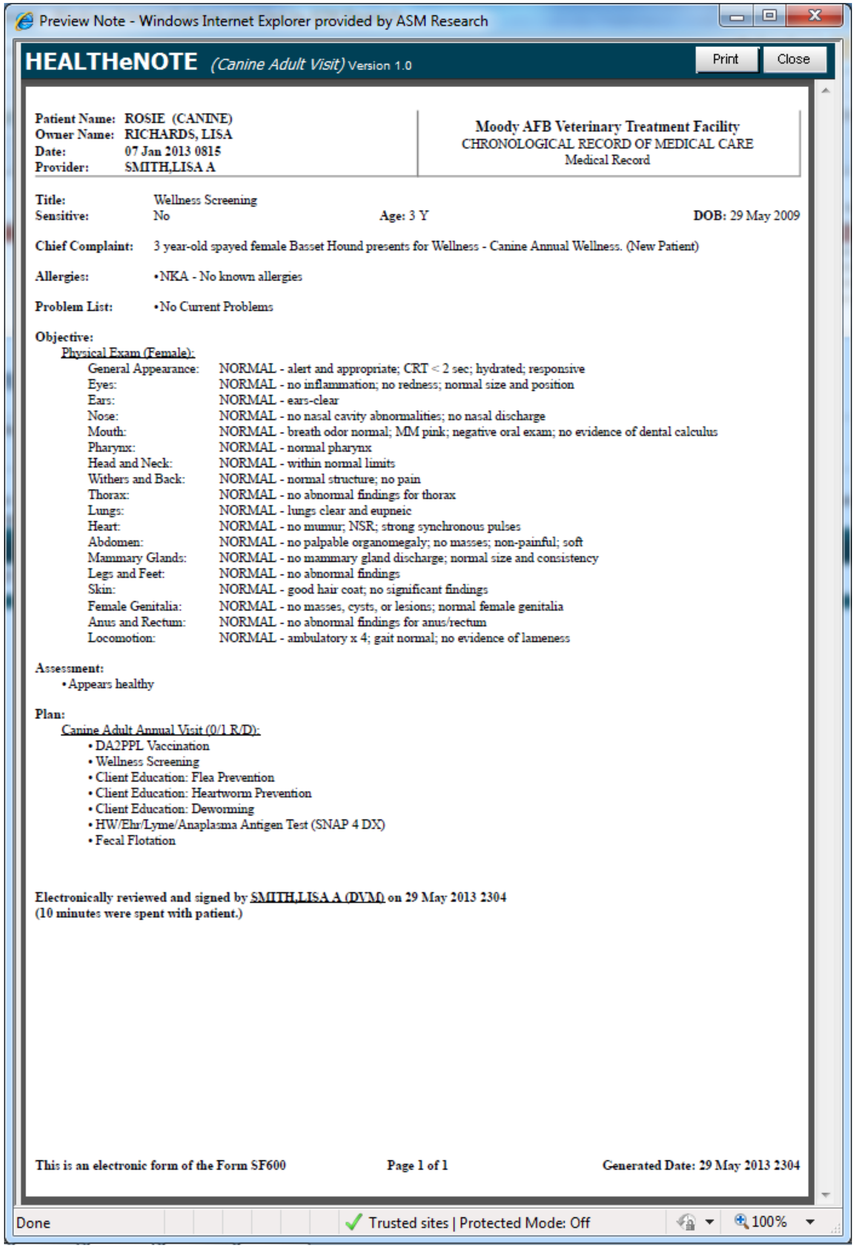
Pending Charges — Add Charges

Date	Code	Description	Disp Inv?	Qty	Total	Entered By
New	GK9A01	Canine Adult Annual Visit (0/1 R/D)	Yes	1	$0.00	
	- 1043	- DA2PPL Vaccination	Yes	1	$20.00	
	- VACDHPL4	- DA2PPL Vaccine	No	1	$0.00	
	- 2360	- Wellness Screening	Yes	1	$10.00	
	- CEF	- Client Education: Flea Prevention	Yes	1	$0.00	
	- CEH	- Client Education: Heartworm Prevention	Yes	1	$0.00	
	- CEO	- Client Education: Deworming	Yes	1	$0.00	
	- CS4	- HW/Ehr/Lyme/Anaplasma Antigen Test (SNAP 4 DX)	Yes	1	$25.00	
	- LABSN4DX	- IDEXX Snap 4DX	No	1	$0.00	
	- FF	- Fecal Flotation	Yes	1	$15.00	
	- WDA	- Wellness Package Discount - Adult	Yes	1	-$15.00	
			Total Charges:		**$55.00**	

Sign | Sign and Check Out | Cancel

erated/Printed eNote

- The generated/ printed eNote pulls the information entered throughout the tab pages and puts it into SOAP Format
- The footer indicates it is an electronic version of the SF600



Preview Note - Windows Internet Explorer provided by ASM Research

HEALTHeNOTE *(Canine Adult Visit)* Version 1.0 — Print — Close

Patient Name: ROSIE (CANINE)
Owner Name: RICHARDS, LISA
Date: 07 Jan 2013 0815
Provider: SMITH,LISA A

Moody AFB Veterinary Treatment Facility
CHRONOLOGICAL RECORD OF MEDICAL CARE
Medical Record

Title: Wellness Screening
Sensitive: No **Age:** 3 Y **DOB:** 29 May 2009

Chief Complaint: 3 year-old spayed female Basset Hound presents for Wellness - Canine Annual Wellness. (New Patient)

Allergies: •NKA - No known allergies

Problem List: •No Current Problems

Objective:
Physical Exam (Female):

General Appearance:	NORMAL - alert and appropriate; CRT < 2 sec; hydrated; responsive
Eyes:	NORMAL - no inflammation; no redness; normal size and position
Ears:	NORMAL - ears-clear
Nose:	NORMAL - no nasal cavity abnormalities; no nasal discharge
Mouth:	NORMAL - breath odor normal; MM pink; negative oral exam; no evidence of dental calculus
Pharynx:	NORMAL - normal pharynx
Head and Neck:	NORMAL - within normal limits
Withers and Back:	NORMAL - normal structure; no pain
Thorax:	NORMAL - no abnormal findings for thorax
Lungs:	NORMAL - lungs clear and eupneic
Heart:	NORMAL - no murmur; NSR; strong synchronous pulses
Abdomen:	NORMAL - no palpable organomegaly; no masses; non-painful; soft
Mammary Glands:	NORMAL - no mammary gland discharge; normal size and consistency
Legs and Feet:	NORMAL - no abnormal findings
Skin:	NORMAL - good hair coat; no significant findings
Female Genitalia:	NORMAL - no masses, cysts, or lesions; normal female genitalia
Anus and Rectum:	NORMAL - no abnormal findings for anus/rectum
Locomotion:	NORMAL - ambulatory x 4; gait normal; no evidence of lameness

Assessment:
• Appears healthy

Plan:
Canine Adult Annual Visit (0/1 R/D):
• DA2PPL Vaccination
• Wellness Screening
• Client Education: Flea Prevention
• Client Education: Heartworm Prevention
• Client Education: Deworming
• HW/Ehr/Lyme/Anaplasma Antigen Test (SNAP 4 DX)
• Fecal Flotation

Electronically reviewed and signed by SMITH,LISA A (DVM) on 29 May 2013 2304
(10 minutes were spent with patient.)

This is an electronic form of the Form SF600 **Page 1 of 1** **Generated Date: 29 May 2013 2304**

Done — Trusted sites | Protected Mode: Off — 100%

Invoicing Overview

- Supports 4 standard Rate Plans:
  - DHP GOA
  - Non-DHP GOA
  - Full Markup
  - Zero Rate
- Supports DoDVSA approved Minimum ($3.50), Maximum ($20), and Percent Markup (35%) for POAs on inventory items
- Allows users to post charges and generate Invoices, Receipts, and Statements
- Allows users to process payments and issue refunds
- Allows authorized users to enter advanced financial transactions to handle bad debt write-off, returned check fee, vendor refunds, transfer in/out of accounts receivable, adjust a credit balance, etc.
- Supports the Daily/Monthly Financial Reports:
  - Deposit Slip
  - Transaction Summary
  - Accounts Receivable
  - Account Summary

Invoice Pricing Overview

- Owners will be associated with an Organization Type to determine the appropriate Rate Plan and Owner Category

Organization Type (this list will be configured behind the scenes)	Owner Category	Rate Plan
Border Patrol	GOA	NON-DHP GOA
Capitol Police	GOA	NON-DHP GOA
Customs	GOA	NON-DHP GOA
DEA	GOA	NON-DHP GOA
Holdover	HOLDOVER	NON-DHP GOA
Military Equine (DHP)	GOA	DHP GOA
Military Equine (Non-DHP)	GOA	NON-DHP GOA
Military Working Dog Training Center	GOA	ZERO RATE
MWD	GOA	DHP GOA
MWR Animals	GOA	NON-DHP GOA
Other Contract	CONTRACT	NON-DHP GOA
Other DHP GOA	GOA	DHP GOA
Other Non-DHP GOA	GOA	NON-DHP GOA
Other Zero Rate GOA	GOA	ZERO RATE
Pentagon Force Protection Agency	GOA	DHP GOA
POA	POA	FULL-MARKUP
Secret Service	GOA	DHP GOA
Stray	STRAY	DHP GOA
TSA	GOA	NON-DHP GOA
Unit Mascot	GOA	DHP GOA

Invoice Pricing Overview

- Minimum, Maximum and Percent Mark-up are applied to Inventory items based on Inventory Category and Rate Plan (currently configured just for POAs)

Compare to determine mark-up

Minimum Mark-up	$ 3.50			
Maximum Mark-up	$ 20.00			
Item Cost	$ 0.15	$ 1.90	$ 5.00	$ 15.00
Dispense Qty	5	5	5	5
Cost	$ 0.75	$ 9.50	$ 25.00	$ 75.00
Mark-up Percentage	35%	35%	35%	35%
Calculated Mark-up	$ 0.26	$ 3.33	$ 8.75	$ 26.25
Basic Sell Price	$ 1.01	$ 12.83	$ 33.75	$ 101.25
Sell Price w/Mark-up	$ 4.25	$ 13.00	$ 33.75	$ 95.00

Invoicing Process – Check Out

- ***Daily Activity > Check Out Patient allows user to:***
  - Review Pending Charges
    - User Fee will automatically be added for POAs (one user fee is added regardless of the number of patients being checked-out)
  - Add Charges (ex. Counter Sale) prior to Posting
  - View Account History and Transaction Detail
  - Return Items
  - Post Charges for GOAs and Post and Invoice for POAs
  - Accept Payments/Issue Refund
  - Print Invoice and Receipts

Review Charges

Patient Check Out - Review Charges

Owner: RICHARDS LISA (O-4) (Update) (Account History)

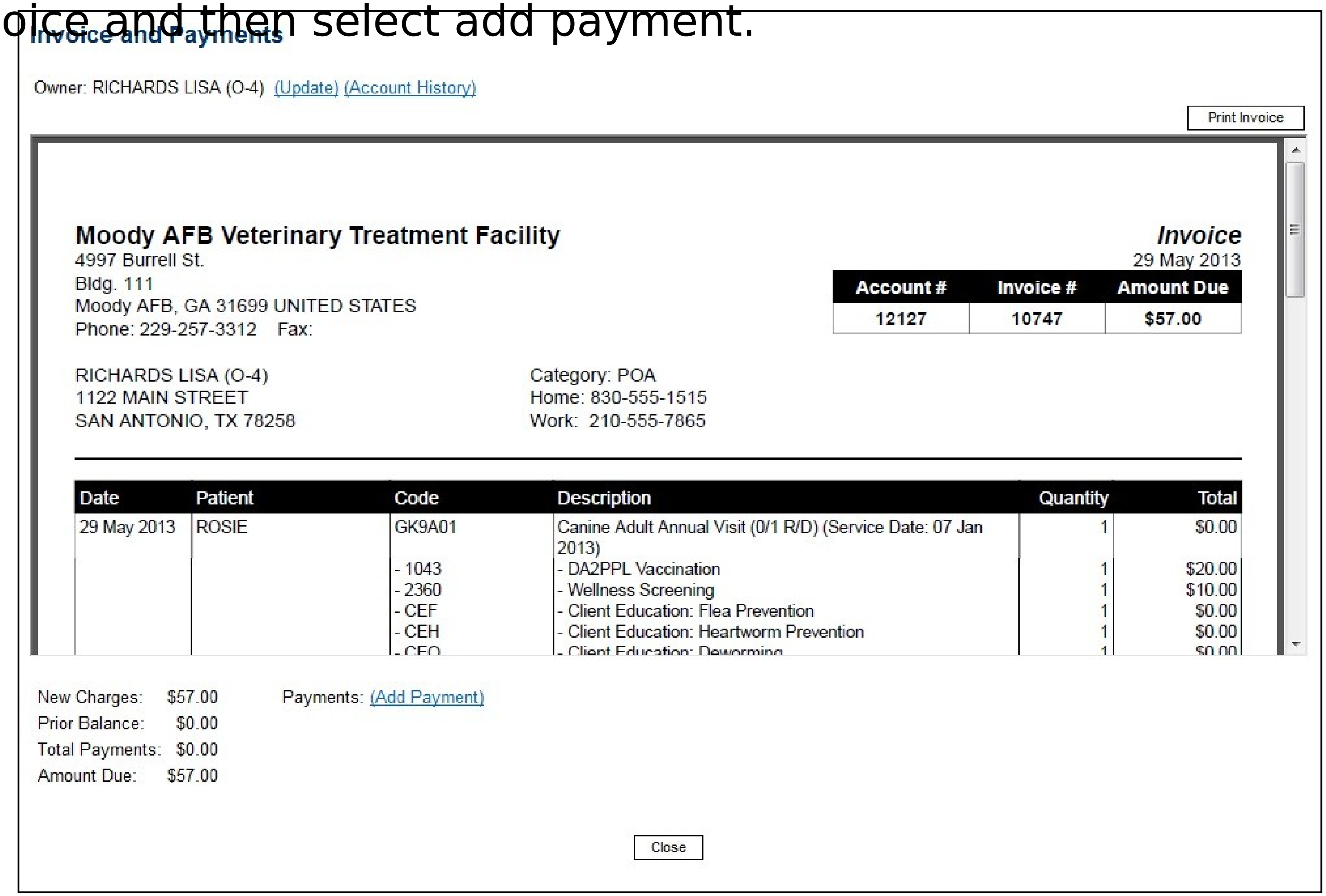
NOTE: Charges associated with unsigned notes are not reflected. Add Charges

Date	Patient	Code	Description	Disp Inv?	Qty	Total	Entered By
✕ 29 May 2013	ROSIE	GK9A01	Canine Adult Annual Visit (0/1 R/D)	Yes	1	$0.00	SMITH,LISA A
		- 1043	- DA2PPL Vaccination	Yes	1	$20.00	SMITH,LISA A
		- VACDHPL4	- DA2PPL Vaccine	No	1	$0.00	SMITH,LISA A
		- 2360	- Wellness Screening	Yes	1	$10.00	SMITH,LISA A
		- CEF	- Client Education: Flea Prevention	Yes	1	$0.00	SMITH,LISA A
		- CEH	- Client Education: Heartworm Prevention	Yes	1	$0.00	SMITH,LISA A
		- CEO	- Client Education: Deworming	Yes	1	$0.00	SMITH,LISA A
		- CS4	- HW/Ehr/Lyme/Anaplasma Antigen Test (SNAP 4 DX)	Yes	1	$25.00	SMITH,LISA A
		- LABSN4DX	- IDEXX Snap 4DX	No	1	$0.00	SMITH,LISA A
		- FF	- Fecal Flotation	Yes	1	$15.00	SMITH,LISA A
		- WDA	- Wellness Package Discount - Adult	Yes	1	-$15.00	SMITH,LISA A
✕ New	ROSIE	UF1	User Fee	Yes	1	$2.00	
					Total Charges:	**$57.00**	
					Prior Balance:	**$0.00**	
					Amount Due:	**$57.00**	

Post Charges and Close | Post Charges and Invoice | Close without Posting | Print

Invoice and Payments Screen

- Once the Post Charges and Invoice button is clicked, the system displays the Invoice and Payments screen. User can review/print the invoice and then select add payment.



Invoice and Payments

Owner: RICHARDS LISA (O-4) (Update) (Account History)

Print Invoice

Moody AFB Veterinary Treatment Facility
4997 Burrell St.
Bldg. 111
Moody AFB, GA 31699 UNITED STATES
Phone: 229-257-3312 Fax:

Invoice
29 May 2013

Account #	Invoice #	Amount Due
12127	10747	$57.00

RICHARDS LISA (O-4)
1122 MAIN STREET
SAN ANTONIO, TX 78258

Category: POA
Home: 830-555-1515
Work: 210-555-7865

Date	Patient	Code	Description	Quantity	Total
29 May 2013	ROSIE	GK9A01	Canine Adult Annual Visit (0/1 R/D) (Service Date: 07 Jan 2013)	1	$0.00
		- 1043	- DA2PPL Vaccination	1	$20.00
		- 2360	- Wellness Screening	1	$10.00
		- CEF	- Client Education: Flea Prevention	1	$0.00
		- CEH	- Client Education: Heartworm Prevention	1	$0.00
		- CEO	- Client Education: Deworming	1	$0.00

New Charges: $57.00
Prior Balance: $0.00
Total Payments: $0.00
Amount Due: $57.00

Payments: (Add Payment)

Close

Account History Screen

- If payment is not entered, the Account History screen reflects a balance due.
- Clicking on the description for an item displays the details for that entry whether it be the transaction details or displaying the generated invoice/statement.

Account History -- Webpage Dialog

Account History

Owner: RICHARDS LISA (O-4) (Update)

Last Updated: 2319 Refresh

Date	Patient Name	Code	Description	Qty	Total($)	Balance($)
25 Apr 2013	RICARDO	UF1	User Fee	1	2.00	2.00
25 Apr 2013	RICHEST	CCKTCZSP	Ketoconazole Shampoo 4	1	8.50	10.50
25 Apr 2013	RICHEST	MAMCEP25	Cephalexin Capsules 250mg	10	3.70	14.20
25 Apr 2013	RICHEST	SICK	Sick-call Examination	1	25.00	39.20
25 Apr 2013			Invoice #10568			
25 Apr 2013			Payment by Cash		-39.20	0.00
29 May 2013	ROSIE	GK9A01	Canine Adult Annual Visit (0/1 R/D) (Service Date: 07 Jan 2013)	1	0.00	0.00
		- 1043	- DA2PPL Vaccination	1	20.00	20.00
		- VACDHPL4	- DA2PPL Vaccine	1	0.00	20.00
		- 2360	- Wellness Screening	1	10.00	30.00
		- CEF	- Client Education: Flea Prevention	1	0.00	30.00
		- CEH	- Client Education: Heartworm Prevention	1	0.00	30.00
		- CEO	- Client Education: Deworming	1	0.00	30.00
		- CS4	- HW/Ehr/Lyme/Anaplasma Antigen Test (SNAP 4 DX)	1	25.00	55.00
		- LABSN4DX	- IDEXX Snap 4DX	1	0.00	55.00
		- FF	- Fecal Flotation	1	15.00	70.00
		- WDA	- Wellness Package Discount - Adult	1	-15.00	55.00
29 May 2013	ROSIE	UF1	User Fee	1	2.00	57.00
29 May 2013			Invoice #10747			
31 May 2013			Statement for period ending 30 MAY 2013			

<Prev Next>

Add/Review Charges | Accept Payment | Close

Invoice Sample

- Each invoice can be viewed from the Account History screen

Invoice -- Webpage Dialog

Print Document | Close Window

Moody AFB Veterinary Treatment Facility
4997 Burrell St.
Bldg. 111
Moody AFB, GA 31699 UNITED STATES
Phone: 229-257-3312 Fax:

Invoice
29 May 2013

Account #	Invoice #	Amount Due
12127	10747	$57.00

RICHARDS LISA (O-4)
1122 MAIN STREET
SAN ANTONIO, TX 78258

Category: POA
Home: 830-555-1515
Work: 210-555-7865

Date	Patient	Code	Description	Quantity	Total
29 May 2013	ROSIE	GK9A01	Canine Adult Annual Visit (0/1 R/D) (Service Date: 07 Jan 2013)	1	$0.00
		- 1043	- DA2PPL Vaccination	1	$20.00
		- 2360	- Wellness Screening	1	$10.00
		- CEF	- Client Education: Flea Prevention	1	$0.00
		- CEH	- Client Education: Heartworm Prevention	1	$0.00
		- CEO	- Client Education: Deworming	1	$0.00
		- CS4	- HW/Ehr/Lyme/Anaplasma Antigen Test (SNAP 4 DX)	1	$25.00
		- FF	- Fecal Flotation	1	$15.00
		- WDA	- Wellness Package Discount - Adult	1	-$15.00
29 May 2013	ROSIE	UF1	User Fee	1	$2.00

Each VTF can configure notices to display on their invoices

New Charges:	$57.00
Prior Balance:	$0.00
Amount Due:	**$57.00**

Change to Clinic Hours for April 2013
For the month of April 2013, the clinic hours for Fridays will be 7am to 2pm. Starting May 1st, the hours will go back to normal from 8am to 3pm.

Statement Sample

- The Account History screen showed a Statement had been generated since owner has a balance

Statement -- Webpage Dialog

Print Document | Close Window

Moody AFB Veterinary Treatment Facility
4997 Burrell St.
Bldg. 111
Moody AFB, GA 31699 UNITED STATES
Phone: 229-257-3312 Fax:

Statement
22 May 2013 - 30 May 2013

Account #	Amount Due
12172	$57.00

RICHARDS LISA (O-4)
1122 MAIN STREET
SAN ANTONIO, TX 78258

Category: POA
Home: 830-555-1515
Work: 210-555-7865

Date	Patient	Code	Description	Quantity	Total	Balance
29 May 2013	ROSIE	GK9A01	Canine Adult Annual Visit (0/1 R/D) (Service Date: 07 Jan 2013)	1	$0.00	$0.00
		- 1043	- DA2PPL Vaccination	1	$20.00	$20.00
		- VACDHPL4	- DA2PPL Vaccine	1	$0.00	$20.00
		- 2360	- Wellness Screening	1	$10.00	$30.00
		- CEF	- Client Education: Flea Prevention	1	$0.00	$30.00
		- CEH	- Client Education: Heartworm Prevention	1	$0.00	$30.00
		- CEO	- Client Education: Deworming	1	$0.00	$30.00
		- CS4	- HW/Ehr/Lyme/Anaplasma Antigen Test (SNAP 4 DX)	1	$25.00	$55.00
		- LABSN4DX	- IDEXX Snap 4DX	1	$0.00	$55.00
		- FF	- Fecal Flotation	1	$15.00	$70.00
		- WDA	- Wellness Package Discount - Adult	1	-$15.00	$55.00
29 May 2013	ROSIE	UF1	User Fee	1	$2.00	$57.00

Prior Balance:	$0.00
Amount Due:	**$57.00**

Payment Due
Payment is due upon receipt of this statement. If you have any questions about your account balance, please contact our billing center at xxx-xxx-xxxx.

Spring Prevention!
Spring is almost here!
Be sure to get all of your prevention medications.

Each VTF can configure one or more notices to display on their statements

Invoice and Receipt Sample

Moody AFB Veterinary Treatment Facility
4997 Burrell St.
Bldg. 111
Moody AFB, GA 31699 UNITED STATES
Phone: 229-257-3312 Fax:

Invoice and Receipt
18 Apr 2013

Account #	Invoice #	Amount Due
12127	10549	$0.00

RICHARDS LISA (O-4)
1122 MAIN STREET
SAN ANTONIO, TX 78258

Category: POA
Home: 830-555-1515
Work: 210-555-7865

Date	Patient	Code	Description	Quantity	Total
18 Apr 2013	RICARDO	GK9A10	Canine Adult Annual Visit (1/0 R/D)	1	$0.00
		- 1056	- Lepto-4 Vaccination Annual	1	$15.00
		- 1131	- Rabies Vaccination 1 yr	1	$10.00
		- 2360	- Wellness Screening	1	$10.00
		- CEF	- Client Education: Flea Prevention	1	$0.00
		- CEH	- Client Education: Heartworm Prevention	1	$0.00
		- CEO	- Client Education: Deworming	1	$0.00
		- CS4	- HW/Ehr/Lyme/Anaplasma Antigen Test (SNAP 4 DX)	1	$25.00
		- FF	- Fecal Flotation	1	$15.00
		- WDA	- Wellness Package Discount - Adult	1	-$15.00
18 Apr 2013	RICARDO	UF1	User Fee	1	$2.00

Payment 1: MasterCard Amt: $62.00
Reference: 65446

New Charges:	$62.00
Prior Balance:	$0.00
Payments:	$62.00
Amount Due:	**$0.00**

Change to Clinic Hours for April 2013
For the month of April 2013, the clinic hours for Fridays will be 7am to 2pm. Starting May 1st, the hours will go back to normal from 8am to 3pm.

Payment information is displayed on the Invoice and Receipt; this example is where payment was made at time of invoice

Inventory Management

- ***Inventory Management is supported at the Enterprise Level and VTF Level based on User Role***
  - Enterprise Inventory Management allows Admin users to add new items and 'Unauthorize' inventory items as needed (ex. Product recall or formulary changes)
  - VTF Inventory Management allows users to:
    - Flag inventory items as 'Inactive' based on site needs
    - Edit, Adjust, and Receive Inventory items with Cost and Quantity information
    - Perform Inventory Reconciliation process
    - Inventory dispense/usage adjustments to qty on hand occur automatically for 'tracked' inventory items

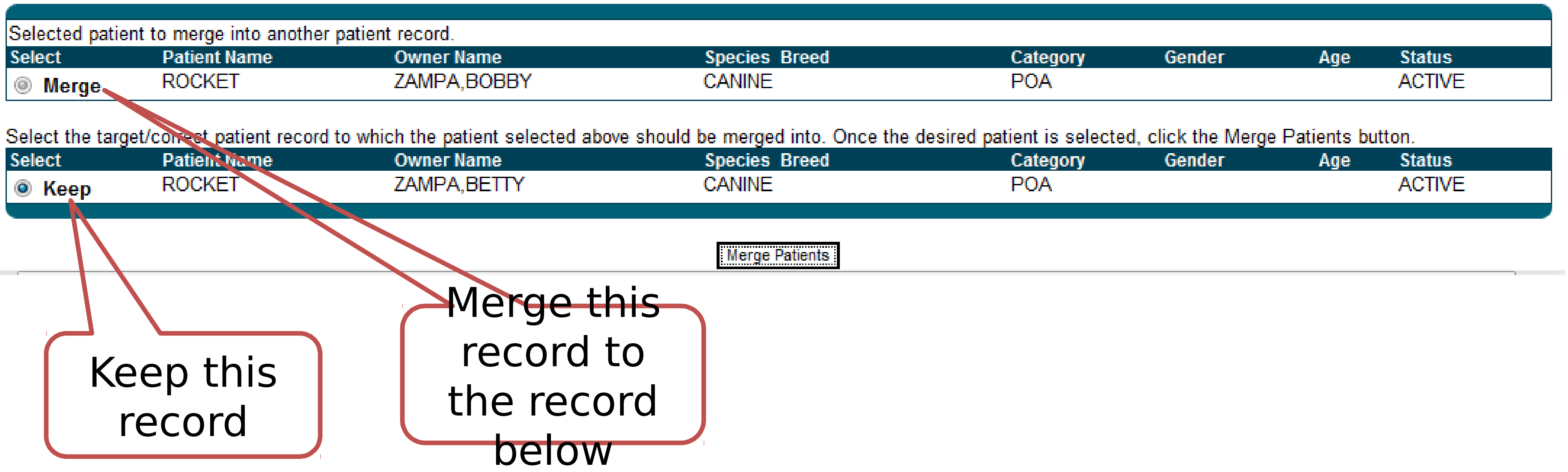
Inventory Management

- Inventory Administration screen at VTF level displays items by Inventory Category for Retail/Supply items and allows user to search by ID, Description or Synonym
- List shows cost (either rolling average cost or last unit cost), qty on hand, and qty on reserve (for Rx refills not yet picked up)

Category	Item ID	Sub-Item ID	Description	Conc.	Cost	On-Hand	Reserve	Unit
Coat Care	CCS-001	CCASBS	Anti Seborrh		$5.21	22	0	bottle
Medication	CCS-002	CCAHS	Antihistamin		$3.69	14	12	bottle
Ophthalmics	CCS-003	CCBPS	Benzoyl Pe		$2.25	12	2	bottle
Oral Care	CCS-004	CCCHXS	Chlorhexide		$60.00	2	0	bottle
Otics	CCS-005	CCSTRS	Cortisone/Steroid Shampoo		$2.00	0	0	bottle
Pet Acc.	CCS-006	CCAPS	General Shampoo		$0.00	6	1	bottle
Prescription Diets	CCS-011	CCKTCZSP	Ketoconazole Shampoo 4		$5.00	17	0	bottle
Preventatives	CCS-011	CCKTCHL	Ketoconazole Shampoo 8		$9.94	284	12	bottle
Supplements	CCS-007	CCMCZCLS	Miconazole Chlorhexidine Shampoo		$2.25	18	0	bottle
Topicals	CCS-008	CCOMS	Oatmeal Shampoo		$4.50	21	0	bottle
Wound Care	CCS-009	CCSTHS	Soothing Shampoo		$2.31	47	0	bottle

Patient Merge

- The Patient Merge feature allows users the ability to merge two patient records into a single record. This feature should only be used to eliminate those patient records that were created by mistake for the same patient



Patient Merge

Patient Merge Confirmation

Please confirm the following patients to be merged. The merge will be scheduled to occur overnight once you click the "Confirm Merge" button. Once a merge is performed, you will no longer be able to access the patient record for the Merge patient. If the information below is incorrect, you may click here to go back to Patient Merge.

Merge/Keep	Patient Name	Owner Name	Species	Breed	Category	Gender	Age	Status
Merge	ROCKET	ZAMPA,BOBBY	CANINE		POA			ACTIVE
Keep	ROCKET	ZAMPA,BETTY	CANINE		POA			ACTIVE

Top record will be merged into the bottom record

Confirm Merge

Scheduled Patient Merges

The following list shows the patient merges that are currently scheduled to be performed. Authorized users can delete a patient merge that has not yet been processed.

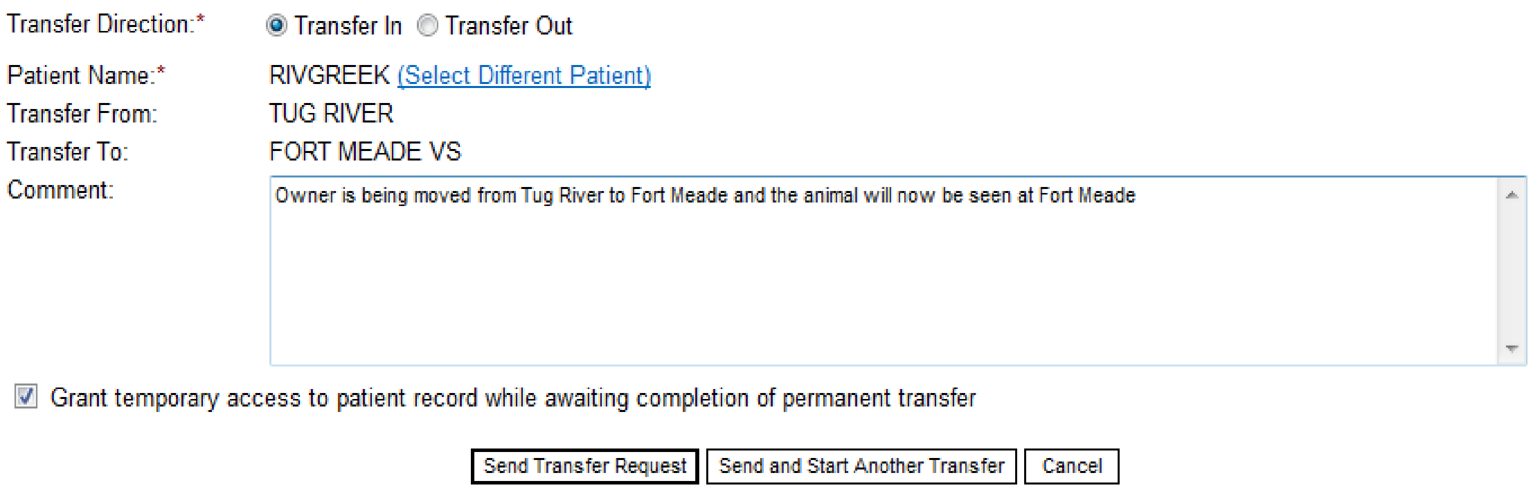
Search for a new patient merge candidate   Back to Patient Merge

	Status	Patient Name (Merge)	Owner Name	Species	Gender	Age	Patient Name (Keep)	Owner Name	Species	Gender	Age
Delete	S	ROCKET	ZAMPA,BOBBY	CANINE			ROCKET	ZAMPA,BETTY	CANINE		

Scheduled Merge

Patient Transfer

- The Patient Transfer feature allows users at the Veterinarian Treatment Facility (VTF) to manage active patients transferring or moving between facilities.
  - A key ROVR feature is there is one patient record that is accessible anywhere in the world
- There are two different types of patient transfers, a temporary transfer and a permanent transfer.


Transfer Direction:* (•) Transfer In ( ) Transfer Out

Patient Name:* RIVGREEK (Select Different Patient)

Transfer From: TUG RIVER

Transfer To: FORT MEADE VS

Comment: Owner is being moved from Tug River to Fort Meade and the animal will now be seen at Fort Meade

[x] Grant temporary access to patient record while awaiting completion of permanent transfer

Send Transfer Request | Send and Start Another Transfer | Cancel

Patient Transfer

Grant temporary access to a patient record

Initiate a permanent transfer

Patient Transfers

NOTE: This list displays inbound transfers having a status of Requested, Transfer in Progress and Denied as well as outbound transfers having a status of Requested and Transfer in Progress. The Date shown is the date the transfer was initiated/started.

Grant Temporary Access to Patient Record Initiate New Transfer

Date	Patient Name	Owner	Species	Gender	Age	In/Out	Facility	Status
12 Sep 2013	All	RIVERA,SUSAN X	CANINE	M	9 M	Out	JBSA-FORT SAM HOUSTON VS	Requested
11 Sep 2013	All	RIVHAYS,HUNTER	CANINE	M	7 M	Out	DIVISION USING MRN	Transfer in Progress
11 Sep 2013	All	RIVER,SHARON	CANINE	M	5 Y	In	TUG RIVER	Requested
05 Sep 2013	All	COOK,DANIEL	CANINE	M	13 Y	Out	JBSA-RANDOLPH AFB VS	Transfer in Progress

"All" means the owner has multiple animals

Send Reminders

- Send reminder's allows users to configure a set of filters and criteria by which a list of email reminders will be generated for patients who are coming due or over due for vaccines and screening exams.
- This is a two step process for generating email reminders. To start the process the user will select the desired filters and click the Schedule Email Reminders button. This will schedule a process to run at night to create the applicable reminders. The following day, users will need to return to the Send Reminders page to verify the reminders were successfully created. To actually send the email reminder, users must click the

Send Reminders

Filters for setting up email reminders

Status

Email Reminders

Filter:* ALL OWNERS

Days Since Last Sent:* 30

Schedule Email Reminders

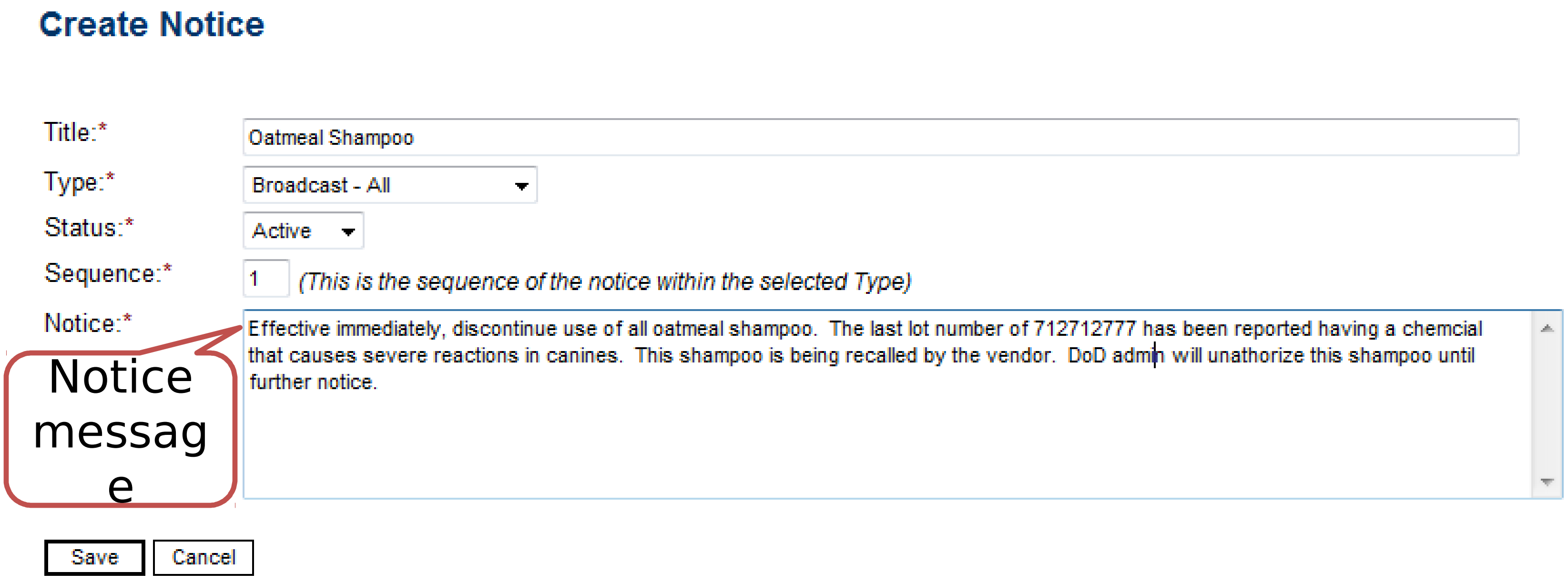
The following list shows a history and status of each time email reminders have been scheduled for one or more owners over the past year. Email reminders are created for owners based on the selected filters as well as the owner's reminder preference being set to the 'BY EMAIL' option, the owner having an email address on file, and the owner's active patients being permanently assigned to your facility and having one or more reminder items co due or past due.

To start the process of sending a new set of reminders, select the desired filters and click the Schedule Email Reminders button. This will schedule a process to run that night to create the applicable reminders. The following day you will need to return to this page to verify the reminders were successfully created. To actually send the emails, you must click the status hyperlink and click the Send Email(s) button.

Date Scheduled	Scheduled By	Filter	Status
11 Sep 2013 1225	LUCAS,JON	SPECIFIC OWNER - RIVER,SHARON ; 30 Days	Ready
09 Sep 2013 0937	LUCAS,JON	SPECIFIC OWNER - ALLEN,CORINNE B ; 30 Days	Completed
08 Sep 2013 2019	MORRISON,NECI A	SPECIFIC OWNER - DANIELS,HARRY N ; 30 Days	Completed
08 Sep 2013 2017	MORRISON,NECI A	SPECIFIC OWNER - DANIELS,HARRY N ; 30 Days	Ready
08 Sep 2013 1409	CARROLL,LISA A	SPECIFIC OWNER - RICHARDSEN,LISA ; 30 Days	Completed
05 Sep 2013 2306	MORRISON,NECI A	SPECIFIC OWNER - DANIELS,HARRY N ; 30 Days	Error
05 Sep 2013 2244	MORRISON,NECI A	ALL OWNERS ; 30 Days	Ready
05 Sep 2013 2150	MORRISON,NECI A	ALL OWNERS ; 30 Days	Ready
05 Sep 2013 2146	MORRISON,NECI A	SPECIFIC OWNER - DANIELS,HARRY N ; 30 Days	Error
02 Sep 2013 1123	HARRISON,CHANNON Z	SPECIFIC OWNER - STEWART,BUDDY ; 0 Days	Completed
02 Sep 2013 1107	HARRISON,CHANNON Z	SPECIFIC OWNER - STEWART,BUDDY ; 0 Days	Ready
02 Sep 2013 1102	HARRISON,CHANNON Z	SPECIFIC OWNER - STEWART,BUDDY ; 30 Days	Ready
30 Aug 2013 0836	LUCAS,JON	SPECIFIC OWNER - GARCIA,TOBY H ; 30 Days	Ready
21 Aug 2013 2101	HARRISON,CHANNON Z	POA OWNERS ; 0 Days	Ready
21 Aug 2013 2101	HARRISON,CHANNON Z	SPECIFIC OWNER - STEWART,BUDDY ; 0 Days	Ready
19 Aug 2013 1203	LUCAS,JON	GOA OWNERS ; 30 Days	Ready
15 Aug 2013 1409	HARRISON,CHANNON Z	SPECIFIC OWNER - STEWART,BUDDY ; 30 Days	Ready
15 Aug 2013 1409	HARRISON,CHANNON Z	POA OWNERS ; 30 Days	Ready

Broadcast Alerts

- Broadcast Alert messages are used to send alert notices to clinical, administrative, OIC/NCOIC, and all



Create Notice

Title:* Oatmeal Shampoo

Type:* Broadcast - All

Status:* Active

Sequence:* 1 *(This is the sequence of the notice within the selected Type)*

Notice:* Effective immediately, discontinue use of all oatmeal shampoo. The last lot number of 712712777 has been reported having a chemcial that causes severe reactions in canines. This shampoo is being recalled by the vendor. DoD admin will unathorize this shampoo until further notice.

Save Cancel

Training Overview

- ***ROVR Instructor Led Training:***
  - Four (4) days of training covering all functionality broken down into these modules:
    - Basic Admin Modules
    - Basic Clinical Modules
    - Basic Admin Clinical Modules
    - Special Modules
  - Training will be held in a classroom environment with instruction and class exercise (hand’s on) time built into the agenda